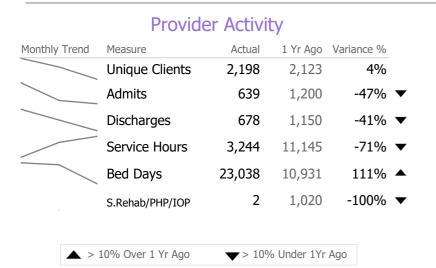
#### **Rushford Center**

Middletown, CT

#### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)



#### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Healt	h		
	Outpatient	1,096	39.3%
	Community Support	386	13.8%
	Employment Services	99	3.5%
	Social Rehabilitation	94	3.4%
	Case Management	66	2.4%
	Crisis Services	55	2.0%
	Residential Services	24	0.9%
	ACT	9	0.3%
Addiction			
	Residential Services	532	19.1%
	Outpatient	390	14.0%
	Case Management	13	0.5%
Forensic MH			
Fore	nsics Community-based	20	0.7%
	Residential Services	7	0.3%

#### **Consumer Satisfaction Survey** (Based on 369 FY20 Surveys) Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg Quality and Appropriateness 93% 80% 93% $\checkmark$ V Overall 92% 80% 91% Participation in Treatment 90% 80% 92% $\checkmark$ 80% 91% Respect 90% $\checkmark$ General Satisfaction 80% 92% 90% ✓ Access 80% 88% 87% Outcome 79% 80% 83% Recovery 71% 80% 79% Goal % 0-80% 80-100% ✓ Goal Met Satisfied % Under Goal

#### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	160	7%	8%	Male	1,328	60%	58%
26-34	427	19%	21%	Female	869	40%	42%
35-44	470	21%	22%	Transgender			0%
45-54	458	21%	20%				
55-64	508	23%	20%				
65+	175	8%	9%	Race	#	%	State Avg
				White/Caucasian	1,511	69%	63%
Ethnicity	#	%	State Avg	Other 📘	306	14%	13%
Non-Hispanic	1,557	71%	69%	Black/African American	249	11%	16%
Hispanic-Other	389	18%	8%	Unknown	101	5%	5%
Unknown	127	6%	11%	Asian	16	1%	1%
Hisp-Puerto Rican	122	6%	12%	Am. Indian/Native Alaskan	7	0%	1%
				Multiple Races	6	0%	1%
Hispanic-Mexican	3	0%	1%	Hawaiian/Other Pacific Islander	2	0%	0%
Hispanic-Cuban			0%	1			
				•			
	Unique C	lients	State Avg	$\blacktriangle$ > 10% Over State Avg $\checkmark$	> 10% L	Inder St	ate Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	45	-7%
Admits	-	1	-100% 🔻
Discharges	2	1	100% 🔺
Service Hours	-	46	-100% 🔻

### Data Submission Quality

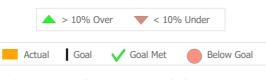
Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	b 87%
Valid TEDS Data	100%	87%
On-Time Periodic	Actua	I State Avg
6 Month Updates	0%	b 17%
Co-occurring	Actua	I State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	96%
Diagnosis	Actua	I State Avg
Valid Axis I Diagnosis	100%	<b>99%</b>
Valid Axis V GAF Score	100%	96%

### Data Submitted to DMHAS by Month

Ju	l Aug	Sep	% Months Submitted
5			0%
5			33%
			0%
1 or	more Reco	ords Subi	
	5		5

#### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	46%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		24	57%	55%	41%	2%
Not Arrested	· · ·	28	67%	75%	68%	-8%
Improved/Maintained Axis V GAF Score	İ	20	48%	75%	34%	-27%
Stable Living Situation	·	27	64%	95%	66%	-31%
Self Help		11	26%	60%	17%	-34%
Employed		3	7%	50%	26%	-43%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	45%	N/A
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	58%	-75%



\* State Avg based on 105 Active Standard Outpatient Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	840	744	13%	
Admits	68	117	-42%	▼
Discharges	91	100	-9%	
Service Hours	942	3,950	-76%	▼

# Data Submission Quality

Data Entry	Actual S	tate Avg
Valid NOMS Data	17%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	75%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg

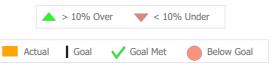
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	73%	90%

#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

#### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		6	7%	50%	33%	-43%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		465	55%	60%	59%	-5%	
Employed	<b>–</b> 1 –	108	13%	30%	20%	-17%	
Stable Living Situation	I	448	53%	95%	73%	-42%	
Improved/Maintained Axis V GAF Score	<b>—</b> [ `	177	25%	75%	40%	-50%	▼
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		253	33%	90%	75%	-57%	▼
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		33	49%	75%	76%	-26%	-
	Recovery National Recovery Measures (NOMS) Social Support Employed Stable Living Situation Improved/Maintained Axis V GAF Score Service Utilization Clients Receiving Services Service Engagement Outpatient	Treatment Completed Successfully         Recovery         National Recovery Measures (NOMS)         Actual % vs Goal %         Social Support         Employed         Stable Living Situation         Improved/Maintained Axis V GAF Score         Service Utilization         Actual % vs Goal %         Clients Receiving Services         Service Engagement         Outpatient       Actual % vs Goal %	Treatment Completed Successfully       6         Recovery       Actual % vs Goal %       Actual         National Recovery Measures (NOMS)       Actual % vs Goal %       Actual         Social Support       465       465         Employed       108       108         Stable Living Situation       448       448         Improved/Maintained Axis V GAF Score       177         Service Utilization       4ctual % vs Goal %       Actual         Clients Receiving Services       253         Service Engagement       253	Treatment Completed Successfully       6       7%         Recovery       National Recovery Measures (NOMS)       Actual % vs Goal %       Actual %         Social Support       465       55%         Employed       108       13%         Stable Living Situation       448       53%         Improved/Maintained Axis V GAF Score       177       25%         Service Utilization       Actual % vs Goal %       Actual %         Clients Receiving Services       253       33%         Service Engagement       0utpatient       Actual % vs Goal %       Actual %	Treatment Completed Successfully       6       7%       50%         Recovery       National Recovery Measures (NOMS)       Actual % vs Goal %       Actual       Actual %       Goal %         Social Support       465       55%       60%         Employed       108       13%       30%         Stable Living Situation       448       53%       95%         Improved/Maintained Axis V GAF Score       1177       25%       75%         Service Utilization       Actual % vs Goal %       Actual %       Goal %         Clients Receiving Services       253       33%       90%         Service Engagement       0utpatient       Actual % vs Goal %       Actual %       Goal %	Treatment Completed Successfully       6       7%       50%       33%         Recovery       National Recovery Measures (NOMS)       Actual % vs Goal %       Actual       Actual %       Goal %       State Avg         Social Support       465       55%       60%       59%         Employed       108       13%       30%       20%         Stable Living Situation       448       53%       95%       73%         Improved/Maintained Axis V GAF Score       177       25%       75%       40%         Service Utilization       Actual % vs Goal %       Actual % Actual %       Goal %       State Avg         Clients Receiving Services       253       33%       90%       75%         Service Engagement       0utpatient       Actual % vs Goal %       Actual %       Goal %       State Avg	Treatment Completed Successfully       6       7%       50%       33%       -43%         Recovery         National Recovery Measures (NOMS)       Actual % vs Goal %       Actual %       Goal %       State Avg       Actual vs Goal         Social Support       465       55%       60%       59%       -5%         Employed       108       13%       30%       20%       -17%         Stable Living Situation       448       53%       95%       73%       -42%         Improved/Maintained Axis V GAF Score       177       25%       75%       40%       -50%         Service Utilization       Actual % vs Goal %       Actual %       Goal %       State Avg       Actual vs Goal         Clients Receiving Services       253       33%       90%       75%       -57%         Service Engagement       253       33%       90%       75%       -57%         Outpatient       Actual % vs Goal %       Actual %       Goal %       State Avg       Actual vs Goal



\* State Avg based on 84 Active Standard Outpatient Programs

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	151	170	-11% 🔻	
Admits	1	21	-95% 🔻	,
Discharges	9	23	-61% 🔻	,
Service Hours	232	441	-47% 🔻	

# Data Submission Quality

Data Entry	Actual S	tate Avg
Valid NOMS Data	62%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	75%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg

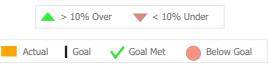
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	91%	97%
Valid Axis V GAF Score	85%	90%

# Data Submitted to DMHAS by Month



### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	56%	50%	33%	6%	
5							
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V Social Support		90	60%	60%	59%	0%	
Employed		19	13%	30%	20%	-17%	
Stable Living Situation		88	58%	95%	73%	-37%	
Improved/Maintained Axis V GAF Score		50	34%	75%	40%	-41%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
<ul> <li>Clients Receiving Services</li> </ul>		140	99%	90%	75%	9%	
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		0	0%	75%	76%	-75%	•



\* State Avg based on 84 Active Standard Outpatient Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	ore Reco	rds Subr	nitted to DMHAS

	, > 10% Ov	ver 🔻 < 10°	% Under	
Actual	Goal	V Goal Met	Below G	ioal

\* State Avg based on 45 Active Outreach & Engagement Programs

Forensic MH - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	4	75%	
Admits	2	1	100%	
Discharges	1	1	0%	
Bed Days	390	246	59%	

## Data Submission Quality

Data Entry		Actual	State Avg
🗸 Valid NOMS Data		64%	64%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		75%	75%
·			
Co-occurring		Actual	State Avg
V MH Screen Complete		0%	0%
V SA Screen Complete	ĺ	0%	0%
•	I		
Disenseis		Actual	Ctata Aug
Diagnosis		Actual	State Avg
🗸 Valid Axis I Diagnosis		100%	100%

#### **Discharge Outcomes**

	Ad	tual % vs Goal	% Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Success	sfully		0	0%	75%	0%	-75%
	Ad	tual % vs Goal	% Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days o	f Discharge		1	100%	85%	100%	15%
	Ad	tual % vs Goal	% Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of D	vischarge		N/A	N/A	90%	NaN	N/A
Recovery							
National Recovery Measures (NOM	S) Ac	tual % vs Goal	% Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V G	AF Score		0	0%	75%	0%	-75%
Bed Utilization							
12 1	Months Trend E	eds Avg LC	DS Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6 202 da	iys 0.9	71%	90%	71%	-19%



#### Data Submitted to DMHAS by Month

57%

57%



Valid Axis V GAF Score

	> 10% O	ver 🔻 < 10	1% Under	
Actual	Goal	🗸 Goal Met	Belo	w Goal

\* State Avg based on 1 Active MH Intensive Res. Rehabilitation Programs

Mental Health - Employment Services - Employment Services

### Connecticut Dept of Mental Health and Addiction Services

#### Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	125	-21% 🔻
Admits	4	39	-90% 🔻
Discharges	14	63	-78% 🔻
Service Hours	15	200	-93% 🔻

#### Data Submission Quality



#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

#### Recovery

	(NONC)		Ashiral	A shual 0/	Carl 0/	Charles Asse	Asharlan Cash	
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Employed		35	35%	35%	44%	0%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		15	17%	90%	87%	-73%	

	<b>^</b> > 2	10% Over	▼ <	10% Unde	r
Act	ual	Goal	🖌 Goal M	et 🔵	Below Goal

\* State Avg based on 39 Active Employment Services Programs

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	41	-51% 🔻
Admits	2	19	-89% 🔻
Discharges	7	23	-70% 🔻
Service Hours	8	25	-69% 🔻

#### Service Utilization



#### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up Service within 48 hours	6	2	100%	0%	66%	100%	
$\wedge$ $> 100\%$ Over	10% Under						
▲ > 10% Over	▼ < 10% Under						
	<ul> <li>V &lt; 10% Under</li> <li>V Goal Met</li> <li>Below Goal</li> </ul>						

Data Su		d to D	MHAS by Mont % Months Submitted	th
Admissions			67%	
Discharges			100%	
Services			100%	
	1 or more Reco	ords Submit	ted to DMHAS	

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	31	-26% 🔻	
Admits	21	30	-30% 🔻	
Discharges	20	31	-35% 🔻	
Bed Days	337	577	-42% 🔻	

#### Discharge Outcomes



#### **Bed Utilization**

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		10	22 days	0.4	37%	90%	108%	-53%	
< 9	90% 90-110%		>110%						

#### Data Submitted to DMHAS by Month

	]		Aug	Sep	% Months Submitted
Admissions					100%
Discharges					100%
	1 01	mo	re Reco	rds Subr	mitted to DMHAS

	> 10% 0	ver 🔍 < 100	% Under	
Actual	Goal	V Goal Met	Below Goal	

\* State Avg based on 10 Active Respite Bed Programs

Mental Health - Social Rehabilitation - Social Rehabilitation

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	114	-18% 🔻
Admits	1	21	-95% 🔻
Discharges	1	15	-93% 🔻
Service Hours	215	131	64% 🔺
Social Rehab/PHP/IOP Days	2	1,020	-100% 🔻

#### Service Utilization



#### Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%
	1 or mo	ore Recor	ds Subr	nitted to DMHAS

	> 10% 0	/er	<b>V</b> < 10	% Under	
Actual	Goal	$\checkmark$	Goal Met	Belo	w Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	3	467%	
Admits	14	-		
Discharges	8	3	167%	
Service Hours	46	-		

#### Service Engagement



#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				67%
	L or mo	ore Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver 🔻 < 10	)% Under	
Actual	Goal	🗸 Goal Met	Belo	w Goal

\* State Avg based on 45 Active Outreach & Engagement Programs

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	187	178	5%	
Admits	9	28	-68% 🔻	
Discharges	14	17	-18% 🔻	
Service Hours	247	866	-71% 🔻	

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	34%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	75%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg

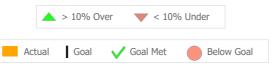
Diagnosis	Actual	State Avg	
Valid Axis I Diagnosis	100%	97%	
Valid Axis V GAF Score	89%	90%	

#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%
	1 or mo	ore Recor	ds Subr	nitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		0	0%	50%	33%	-50%	▼
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V Social Support		121	64%	60%	59%	4%	
Employed	• I ·	11	6%	30%	20%	-24%	
Improved/Maintained Axis V GAF Score	<u> </u>	70	39%	75%	40%	-36%	
Stable Living Situation		78	41%	95%	73%	-54%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		72	41%	90%	75%	-49%	▼
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		6	75%	75%	76%	0%	



\* State Avg based on 84 Active Standard Outpatient Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	-	-	
Discharges	2	-	
Bed Days	1,712	1,840	-7%

### Data Submission Quality

Data Entry	 Actual S	tate Avg
Valid NOMS Data	57%	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	79%	96%

# Data Submitted to DMHAS by Month

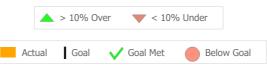


#### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		1	50%	60%	84%	-10% 🗨	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Follow-up within 30 Days of Discharge		1	100%	90%	76%	10%	
	Decenterat							
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	National Recovery Measures (NOMS) Social Support	Actual % vs Goal %	Actual 8	Actual % 42%	Goal % 60%	State Avg 84%	Actual vs Goal -18%	
		Actual % vs Goal %				5		•
•	Social Support	Actual % vs Goal %	8	42%	60%	84%	-18%	
•	Social Support Employed	Actual % vs Goal %	8	42% 5%	60% 25%	84% 8%	-18%	
	Social Support Employed Improved/Maintained Axis V GAF Score	Actual % vs Goal %	8 1 7	42% 5% 37%	60% 25% 95%	84% 8% 58%	-18% -20% -58%	

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🛑 Avg Ut	ilization Rate		21	1,638 days	1.1	89%	90%	101%	-1%
	< 9	0% 90-110%		>110%					



\* State Avg based on 79 Active Supervised Apartments Programs

#### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	72	-100% 🔻

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	A 87%
Valid TEDS Data	N/J	A 87%
	·	
On-Time Periodic	Actua	al State Avg
6 Month Updates	0%	% 17%
Co-occurring	Actua	al State Avg
MH Screen Complete	N/A	A 91%
SA Screen Complete	N/2	A 96%
Diagnosis	Actua	al State Avg

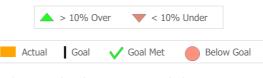
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

# Data Submitted to DMHAS by Month

Admissions		0%
Discharges		0%
Services		0%
	1 or more Records Submitted to DMHAS	

#### **Discharge Outcomes**

N/A Actual 4 3 4 3 2	N/A Actual % 80% 60% 60% 40%	50% Goal % 75% 55% 95% 75% 60%	46% State Avg 68% 41% 66% 34% 17%	N/A Actual vs Goal 5% -15% -15%	•
4 3 4 3	80% 60% 80% 60%	75% 55% 95% 75%	68% 41% 66% 34%	5% 5% -15% -15%	•
4 3 4 3	80% 60% 80% 60%	75% 55% 95% 75%	68% 41% 66% 34%	5% 5% -15% -15%	•
3 4 3	60% 80% 60%	55% 95% 75%	41% 66% 34%	5% -15% -15%	•
4	80% 60%	95% 75%	66% 34%	-15% -15%	•
3	60%	75%	34%	-15%	•
2	40%	60%	17%	200/	
			17 /0	-20%	
0	0%	50%	26%	-50%	-
Actual	Actual %	Goal %	State Avg	Actual vs Goal	
0	0%	90%	45%	N/A	▼
Actual	Actual %	Goal %	State Avg	Actual vs Goal	
0	0%	75%	58%	-75%	
	0 Actual	0 0%	0 0% 90%	0 0% 90% 45% Actual Actual % Goal % State Avg	0 0% 90% 45% N/A Actual Actual % Goal % State Avg Actual vs Goal



\* State Avg based on 105 Active Standard Outpatient Programs

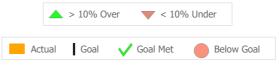
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	40	-18% 🔻	
Admits	38	43	-12% 🔻	
Discharges	36	43	-16% 🔻	
Service Hours	7	1		

#### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V Evaluation within 1.5 hours of Request		28	93%	75%	79%	18% 🔺
Community Location Evaluation		19	63%	80%	71%	-17% 🔻
✓ Follow-up Service within 48 hours		3	100%	90%	68%	10%

# Data Submitted to Sep OMHAS by Month





\* State Avg based on 25 Active Mobile Crisis Team Programs

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	239	166	44%	
Admits	10	71	-86%	▼
Discharges	3	52	-94%	▼
Service Hours	236	565	-58%	▼

### Data Submission Quality

Data Entry	Actual	St	ate Avg
Valid NOMS Data		3%	87%
Valid TEDS Data	8	8%	87%
On-Time Periodic	Act	tual	State Avg
6 Month Updates		0%	17%
Co-occurring	Ac	tual	State Avg
MH Screen Complete		0%	91%
SA Screen Complete		0%	96%
Diagnosis	Act	tual	State Avg

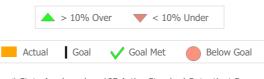
Diagnosis		recuar	otate ning
Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score	i i	52%	96%

# Data Submitted to DMHAS by Month



#### **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		0	0%	50%	46%	-50%	
5							
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		49	21%	50%	26%	-29%	
Abstinence/Reduced Drug Use		50	21%	55%	41%	-34%	
Not Arrested		86	36%	75%	68%	-39%	
Self Help		41	17%	60%	17%	-43%	
Stable Living Situation		66	28%	95%	66%	-67%	
Improved/Maintained Axis V GAF Score		6	4%	75%	34%	-71%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		50	21%	90%	45%	-69%	
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		5	50%	75%	58%	-25%	



\* State Avg based on 105 Active Standard Outpatient Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% 🔻
Admits	-	-	
Discharges	-	1	-100% 🔻
Bed Days	460	532	-14% 🔻

# Data Submission Quality

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	6 96%
On-Time Periodic	Actua	al State Avg
6 Month Updates	60%	6 80%
Co-occurring	Actua	al State Avg
MH Screen Complete	N/	A 94%
SA Screen Complete	N/	A 91%
Diagnosis	Actua	al State Avg
Valid Axis I Diagnosis	100%	6 97%

### Data Submitted to DMHAS by Month

80%

93%

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	ore Recor	rds Subr	nitted to DMHAS

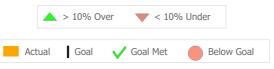
Valid Axis V GAF Score

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	85%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	54%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		3	60%	75%	52%	-15%

#### **Bed Utilization**

	1	2 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization Rate		5	1,496 days	1.0	100%	90%	97%	10%
	< 90%	90-110%		>110%					



\* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

#### Pilots Program 303-551

#### **Rushford Center**

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### Program Quality Dashboard

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	21	-19% 🔻
Admits	-	-	
Discharges	-	2	-100% 🔻
Service Hours	14	64	-78% 🔻

#### Recovery

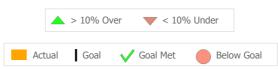
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		11	65%	85%	88%	-20%	▼
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		10	59%	90%	92%	-31%	
	National Recovery Measures (NOMS) Stable Living Situation Service Utilization	National Recovery Measures (NOMS)       Actual % vs Goal %         Stable Living Situation       Image: Comparison of the second s	National Recovery Measures (NOMS)       Actual % vs Goal %       Actual         Stable Living Situation       11         Service Utilization       Actual % vs Goal %       Actual	National Recovery Measures (NOMS)       Actual % vs Goal %       Actual        Actual %         Stable Living Situation       11       65%         Service Utilization       Actual % vs Goal %       Actual %	National Recovery Measures (NOMS)       Actual % vs Goal %       Actual       Actual %       Goal %         Stable Living Situation       11       65%       85%         Service Utilization       Actual % vs Goal %       Actual % coal %       Goal %	National Recovery Measures (NOMS)       Actual % vs Goal %       Actual       Actual %       Goal %       State Avg         Stable Living Situation       11       65%       85%       88%         Service Utilization       Actual % vs Goal %       Actual % doal %       State Avg	National Recovery Measures (NOMS)       Actual % vs Goal %       Actual Actual %       Goal %       State Avg       Actual vs Goal         Stable Living Situation       11       65%       85%       88%       -20%         Service Utilization         Actual % vs Goal %       Actual %       Actual %       Goal %       State Avg       Actual vs Goal

### Data Submission Quality

Data Entry	Actual S	tate Avg
Valid NOMS Data	80%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	18%	87%

#### Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admissions	5				0%
Discharges	;				0%
Services					100%



\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Rushford Center

Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	218	217	0%	
Admits	143	190	-25%	▼
Discharges	144	189	-24%	▼
Bed Days	6,999	3,333	110%	

## Data Submission Quality

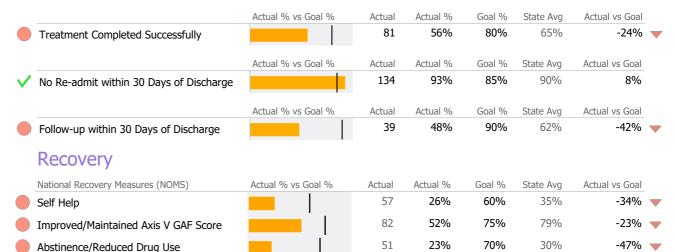
Data Entry	Actual	State Avg
Valid NOMS Data	49%	86%
Valid TEDS Data	99%	97%
L		
On-Time Periodic	Actual	State Avg
V 6 Month Updates	13%	13%
I		
Co-occurring	Actual	State Avg
MH Screen Complete	19%	92%
SA Screen Complete	19%	93%
	-	
Diagnosis	Actual	State Avg
A	1000/	1000/

Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	77%	90%

#### Data Submitted to DMHAS by Month

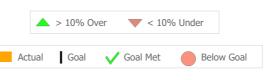


#### Discharge Outcomes



### **Bed Utilization**





\* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	354	359	-1%
Admits	285	366	-22% 🔻
Discharges	277	364	-24% 🔻
Bed Days	9,218	1,493	517% 🔺

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	42%	78%
Valid TEDS Data	100%	98%
	•	
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	8%
Co-occurring	Actual	State Avg
MH Screen Complete	11%	95%
SA Screen Complete	10%	94%
Diagnosis	Actual	State Avg

		5
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	87%	97%

# Data Submitted to DMHAS by Month

#### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		149	54%	80%	62%	-26%	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	No Re-admit within 30 Days of Discharge		235	85%	85%	81%	0%	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		59	40%	90%	50%	-50%	▼

#### **Bed Utilization**





Measure	Actual	1 Yr Ago	Variance %
Unique Clients	386	404	-4%
Admits	16	61	-74% 🔻
Discharges	25	49	-49% 🔻
Service Hours	1,089	3,866	-72% 🔻

# Data Submission Quality

	Data Entry		Actual	State Avg
	Valid NOMS Data		56%	80%
	On-Time Periodic		Actual	State Avg
	6 Month Updates		39%	85%
		_		
	Co-occurring		Actua	State Avg
	MH Screen Complete		0%	78%
	SA Screen Complete		0%	61%
	Diagnosis		Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis		99%	98%

#### **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg 61%	Actual vs Goal	
	Treatment Completed Successfully		,	2070	0570	0170	-57 70	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		281	73%	60%	81%	13%	
	Employed		34	9%	20%	13%	-11%	
	Improved/Maintained Axis V GAF Score		138	39%	65%	56%	-26%	
	Stable Living Situation		160	41%	80%	89%	-39%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		276	76%	90%	94%	-14%	

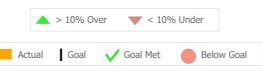
# Data Submitted to DMHAS by Month

91%

96%

		Jui	Aug	Sep	70 Month's Submitted				
Admission	S				67%				
Discharge	5				100%				
Services					100%				
	:	1 or more Records Submitted to DMHAS							

Valid Axis V GAF Score



\* State Avg based on 36 Active CSP Programs

#### Shelter Plus Care 303-292

#### **Rushford Center**

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

#### Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	31	6%
Admits	2	2	0%
Discharges	1	1	0%
Service Hours	50	108	-54%

# Data Submission Quality



#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted				
Admissions				67%				
Discharges				33%				
Services				100%				
	1 or more Records Submitted to DMHAS							

#### Recovery

,							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		9	27%	85%	88%	-58%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		27	84%	90%	92%	-6%	

	<b>^</b> >	10% Ove	er 🔻 <	: 10% Unde	er
Act	tual	Goal	V Goal M	et 🔴	Below Goal

\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	45	-2%	
Admits	14	24	-42% 🔻	
Discharges	15	27	-44% 🔻	
Bed Days	3,342	2,064	62% 🔺	

# Data Submission Quality

Data Entry	A	Actual S	tate Avg
Valid NOMS Data		31%	89%
Valid TEDS Data		90%	99%
On-Time Periodic		Actual	State Avg
6 Month Updates		0%	14%
Co-occurring		Actual	State Avg
MH Screen Complete		29%	93%
SA Screen Complete		29%	93%
Diagnosis		Actual	State Avg

	Diagriosis		Actual	State Avy
$\checkmark$	Valid Axis I Diagnosis		100%	100%
·	Valid Axis V GAF Score	i i	64%	97%

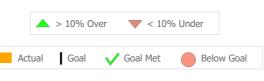
# Data Submitted to DMHAS by Month



#### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	20%	70%	62%	-50%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		15	100%	85%	90%	15%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		1	33%	90%	64%	-57%
Follow-up within 30 Days of Discharge		1	33%	90%	64%	-57%
, , ,	Actual % vs Goal %	1 Actual	33% Actual %	<b>90%</b> Goal %	64% State Avg	- <b>57%</b> Actual vs Goal
Recovery	Actual % vs Goal %	1 Actual 16				

		12 Months	Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Avg Utilization Rate			26	140 days	0.6	140%	90%	72%	50%	
	<	90%	0-110%		>110%						



\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Addiction - Case Management - Standard Case Management

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	124	-90% 🔻
Admits	-	113	-100% 🔻
Discharges	-	94	-100% 🔻
Service Hours	-	120	-100% 🔻

### Data Submission Quality

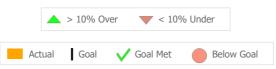
6 Month Updates	0%	63%
On-Time Periodic	Actual	State Avg
Valid NOMS Data	N/A	94%
Data Entry	Actual	State Avg

#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

#### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		2	15%	20%	27%	-5%	
Stable Living Situation		5	38%	80%	82%	-42%	
Self Help		0	0%	60%	60%	-60%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	80%	N/A	



\* State Avg based on 8 Active Standard Case Management Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	138	-22%	•
Admits	7	52	-87%	•
Discharges	6	50	-88%	•
Service Hours	144	690	-79%	•

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	12%	87%
Valid TEDS Data	15%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	17%
Co-occurring	Actual	State Avg
MH Screen Complete	29%	91%
SA Screen Complete	29%	96%
Diagnosis	Actual	State Ava

Diagriosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	62%	96%

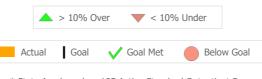
# Data Submitted to DMHAS by Month

		Jui	Aug	Seb	70 MONUIS Submitted
Admission	S				100%
Discharge	5				100%
Services					100%
	-		Deeeu	de Culer	witted to DMUAC
	1	OF ING	ore Recor	as Subr	nitted to DMHAS

### Discharge Outcomes

(

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		0	0%	50%	46%	-50%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Abstinence/Reduced Drug Use		42	39%	55%	41%	-16%	
Not Arrested		56	52%	75%	68%	-23%	
Employed		25	23%	50%	26%	-27%	-
Self Help		31	29%	60%	17%	-31%	
Stable Living Situation		56	52%	95%	66%	-43%	
Improved/Maintained Axis V GAF Score	<b>—</b> 1 <sup>°</sup>	19	23%	75%	34%	-52%	-
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		31	31%	90%	45%	-59%	
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		5	71%	75%	58%	-4%	



\* State Avg based on 105 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	2	1	100%	
Discharges	2	1	100%	
Bed Days	580	846	-31%	▼

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	25%	6 84%
On-Time Periodic	Actua	al State Avg
6 Month Updates	33%	6 92%
Co-occurring	Actua	al State Avg
MH Screen Complete	0%	6 90%
SA Screen Complete	0%	6 90%
Diagnosis	Actua	al State Avg
Valid Axis I Diagnosis	100%	<b>98%</b>
Valid Axis V GAF Score	44%	<b>6 87%</b>

### Data Submitted to DMHAS by Month

	JUI	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
	1 or 1	more Rec	ords Sub	omitted to DMHAS

#### **Discharge Outcomes**

	5	Goal %	Actual %	Actual	Actual % vs Goal %	
36% <b>-65%</b>	36%	65%	0%	0		Treatment Completed Successfully
State Avg Actual vs Goal	State Avg	Goal %	Actual %	Actual	Actual % vs Goal %	
94% 15%	94%	85%	100%	2		No Re-admit within 30 Days of Discharge
State Avg Actual vs Goal	State Avg	Goal %	Actual %	Actual	Actual % vs Goal %	
53% N/A	53%	90%	N/A	N/A		Follow-up within 30 Days of Discharge
					Actual % vs Goal %	Follow-up within 30 Days of Discharge

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
)	Employed		0	0%	15%	12%	-15%	▼
	Social Support		4	44%	60%	80%	-16%	
)	Stable Living Situation		3	33%	60%	92%	-27%	
)	Improved/Maintained Axis V GAF Score		3	60%	85%	49%	-25%	▼

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization	Rate		10	835 days	1.1	63%	90%	63%	-27%	
	< 90%	% 90-110%		>110%						



\* State Avg based on 23 Active Assertive Community Treatment Programs