

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,017	3,157	-4%
	Admits	2,393	2,910	-18% ▼
	Discharges	2,507	3,041	-18% ▼
	Service Hours	25,369	23,698	7%
	Bed Days	29,425	34,218	-14% ▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 232 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Access		95%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		87%	80%	83%
✓ Recovery		80%	80%	79%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	955	26.7%
	Community Support	306	8.6%
	Crisis Services	197	5.5%
	Case Management	84	2.4%
	Social Rehabilitation	83	2.3%
	Employment Services	29	0.8%
	Residential Services	28	0.8%
	ACT	23	0.6%
Addiction	Residential Services	1,147	32.1%
	Outpatient	498	13.9%
Forensic MH	Forensics Community-based	215	6.0%
	Residential Services	8	0.2%

Client Demographics

Age	#	%	State Avg
18-25	203	7%	10%
26-34	665	22%	21%
35-44	768	25%	24%
45-54	552	18%	18%
55-64	617	20%	18%
65+	212	7%	9%

Gender	#	%	State Avg
Male	1,845	61%	59%
Female	1,170	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,202	73%	67%
Hispanic-Other	575	19%	9%
Unknown	159	5%	13%
Hisp-Puerto Rican	77	3%	10%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,991	66%	60%
Other	520	17%	12%
Black/African American	342	11%	18%
Unknown	135	4%	7%
Asian	21	1%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

ABI Case Management

Rushford Center

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	37	-11% ▼
Admits	1	2	-50% ▼
Discharges	5	5	0%
Service Hours	46	62	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	99%	74%
On-Time Periodic		
6 Month Updates	26%	14%
Diagnosis		
Valid Axis I Diagnosis	94%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	42%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		28	85%	55%	35%	30% ▲
✓ Self Help		28	85%	60%	18%	25% ▲
✓ Not Arrested		29	88%	75%	66%	13% ▲
● Stable Living Situation		29	88%	95%	68%	-7%
● Employed		3	9%	50%	35%	-41% ▼
● Improved/Maintained Function Score		0	0%	75%	42%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		24	86%	90%	64%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	57%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	682	797	-14% ▼
Admits	236	308	-23% ▼
Discharges	290	370	-22% ▼
Service Hours	8,925	10,966	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		94	32%	50%	40%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		555	75%	60%	66%	15% ▲
● Employed		126	17%	30%	28%	-13% ▼
● Stable Living Situation		592	80%	95%	78%	-15% ▼
● Improved/Maintained Function Score		123	19%	75%	33%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		418	93%	90%	90%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		156	73%	75%	74%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	187	214	-13% ▼
Admits	7	23	-70% ▼
Discharges	34	33	3%
Service Hours	1,303	1,812	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	79%	50%	40%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		175	93%	60%	66%	33% ▲
● Employed		26	14%	30%	28%	-16% ▼
● Stable Living Situation		143	76%	95%	78%	-19% ▼
● Improved/Maintained Function Score		56	30%	75%	33%	-45% ▼

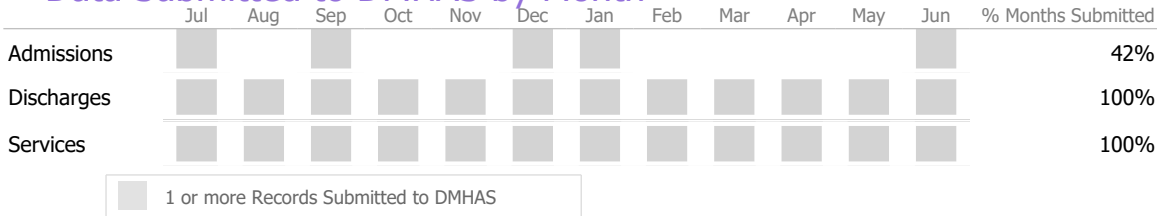
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		152	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	57%	75%	74%	-18% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	4	5	-20% ▼
Discharges	3	4	-25% ▼
Bed Days	2,017	1,584	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	0%	-75% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	75%	-18% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	NaN	N/A

Recovery

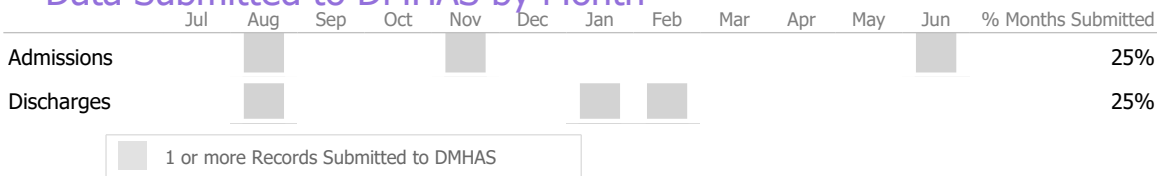
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	25%	75%	33%	-50% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	428 days	0.2	92%	90%	53%	2%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active MH Intensive Res. Rehabilitation Programs

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

Court Diversion Program

Rushford Center

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

Connecticut Dept of Mental Health and Addiction Services

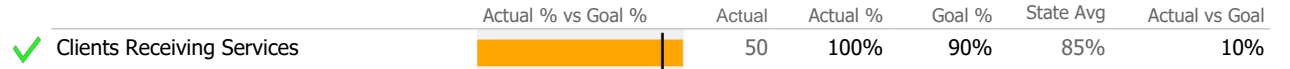
Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

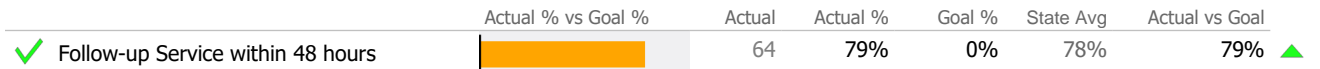
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	140	54% ▲
Admits	188	126	49% ▲
Discharges	177	110	61% ▲
Service Hours	531	139	

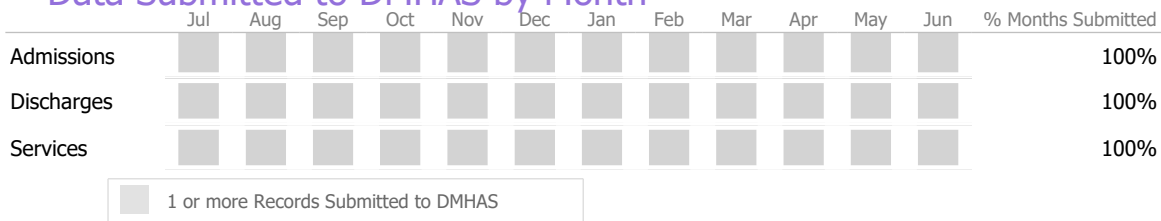
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Crisis/Respite Program

Rushford Center

Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	63	30% ▲
Admits	90	71	27% ▲
Discharges	88	72	22% ▲
Bed Days	2,079	1,354	54% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		82	94%	85%	87%	9%
● Follow-up within 30 Days of Discharge		47	61%	90%	68%	-29% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	38 days	0.1	57%	90%	66%	-33% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 11 Active Respite Bed Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	306	373	-18% ▼
Admits	26	49	-47% ▼
Discharges	58	96	-40% ▼
Service Hours	5,780	3,592	61% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	41%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	52%	65%	53%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		218	71%	60%	79%	11% ▲
Employed		27	9%	20%	15%	-11% ▼
Stable Living Situation		129	42%	80%	88%	-38% ▼
Improved/Maintained Function Score		56	19%	65%	44%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		220	88%	90%	97%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■			■				■	■	■	■	58%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

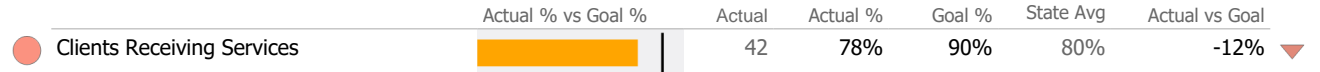
* State Avg based on 36 Active CSP Programs

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

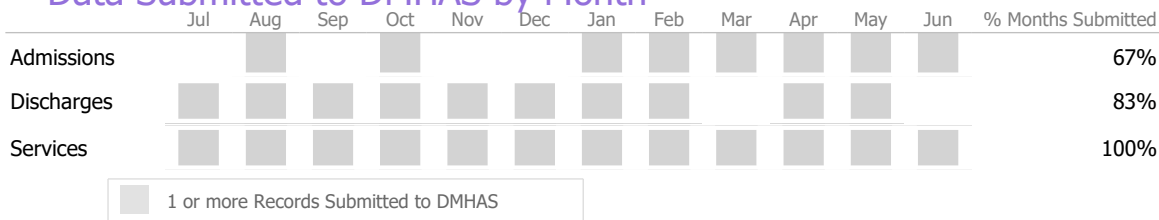
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	113	-27% ▼
Admits	17	32	-47% ▼
Discharges	31	48	-35% ▼
Service Hours	5,578	3,033	84% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

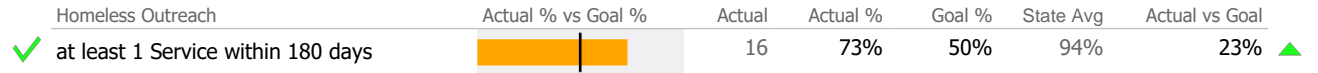
* State Avg based on 34 Active Social Rehabilitation Programs

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

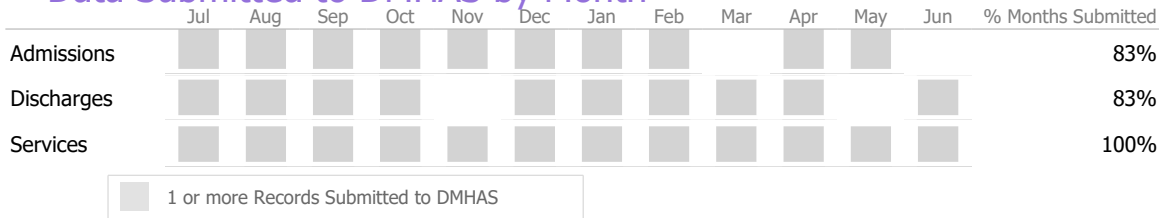
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	37	0%
Admits	22	24	-8%
Discharges	26	22	18% ▲
Service Hours	44	27	62% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	202	-4%
Admits	31	36	-14% ▼
Discharges	35	42	-17% ▼
Service Hours	2,110	2,141	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	65%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	44%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	31%	50%	40%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		111	54%	60%	66%	-6%
Employed		3	1%	30%	28%	-29% ▼
Improved/Maintained Function Score		65	34%	75%	33%	-41% ▼
Stable Living Situation		33	16%	95%	78%	-79% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		104	61%	90%	90%	-29% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	81%	75%	74%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	1	3	-67% ▼
Discharges	3	1	200% ▲
Bed Days	7,272	6,875	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	67%	7%
● Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

Recovery

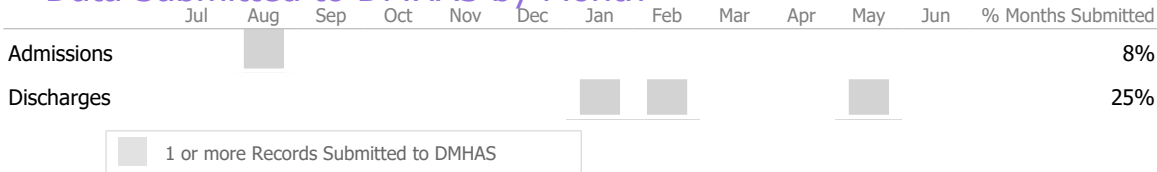
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	100%	60%	85%	40% ▲
✓ Employed		8	38%	25%	14%	13% ▲
● Improved/Maintained Function Score		13	62%	95%	47%	-33% ▼
● Stable Living Situation		10	48%	95%	94%	-47% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	2,083 days	0.3	95%	90%	95%	5%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Supervised Apartments Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	29%	-20% ▼
Self Help		N/A	N/A	60%	48%	-60% ▼
Stable Living Situation		N/A	N/A	80%	73%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal





* State Avg based on 13 Active Standard Case Management Programs

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


Program Activity

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

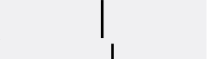
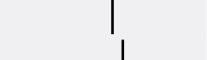
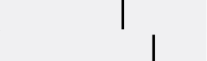
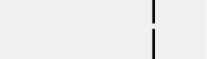
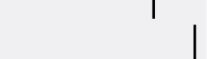

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	85%
Valid TEDS Data	 N/A	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	 0%	14%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	 100%	99%

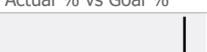
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A


Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	35%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	35%	-55% ▼
Self Help		0	0%	60%	18%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	42%	-75% ▼
Not Arrested		0	0%	75%	66%	-75% ▼
Stable Living Situation		0	0%	95%	68%	-95% ▼

Service Utilization


	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	64%	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%	57%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

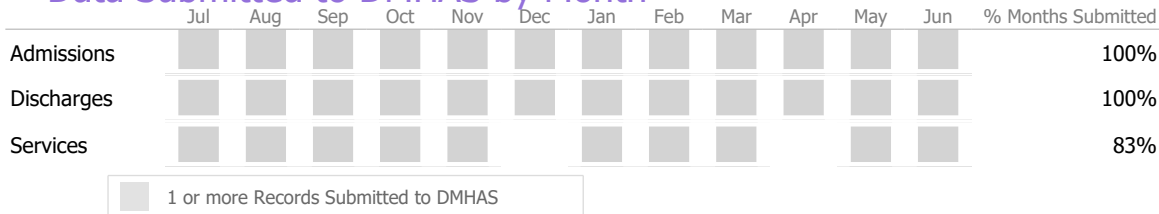
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	145	-17% ▼
Admits	148	177	-16% ▼
Discharges	150	177	-15% ▼
Service Hours	181	188	-4%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		133	88%	75%	70%	13% ▲
✓ Community Location Evaluation		124	82%	80%	79%	2%
✓ Follow-up Service within 48 hours		21	95%	90%	75%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	324	296	9%
Admits	39	35	11% ▲
Discharges	7	13	-46% ▼
Service Hours	422	646	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	45%	85%
Valid TEDS Data	47%	74%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	10%	55%	35%	-45% ▼
Employed		10	3%	50%	35%	-47% ▼
Self Help		7	2%	60%	18%	-58% ▼
Not Arrested		33	10%	75%	66%	-65% ▼
Improved/Maintained Function Score		1	0%	75%	42%	-75% ▼
Stable Living Situation		33	10%	95%	68%	-85% ▼

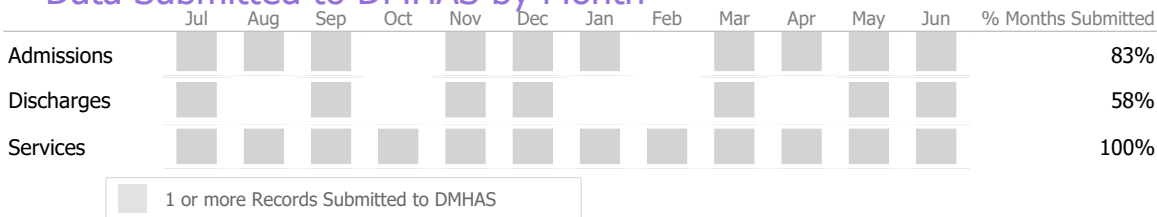
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	15%	90%	64%	-75% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	72%	75%	57%	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	2	-	
Discharges	2	-	
Bed Days	1,759	1,825	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	98%
On-Time Periodic		
6 Month Updates	50%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	75%	68%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	80%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	75%	10%

Recovery

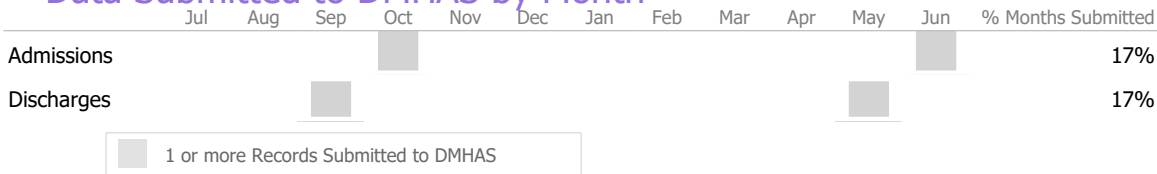
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		1	17%	75%	37%	-58% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,913 days	0.2	96%	90%	92%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active MH Intensive Res. Rehabilitation Programs

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

Pilots Program

Rushford Center

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	4	-	
Discharges	3	2	50% ▲
Service Hours	65	73	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	12%	85%	86%	-73% ▼

Service Utilization

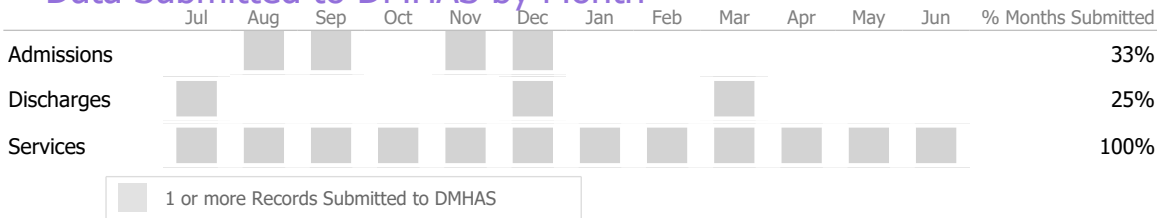
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	93%	90%	97%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		70% vs 97%

On-Time Periodic	Actual	State Avg
6 Month Updates		43% vs 81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Residential Detox Services

Rushford Center

Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	845	898	-6%
Admits	999	1,135	-12% ▼
Discharges	1,002	1,129	-11% ▼
Bed Days	4,122	4,561	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	88%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		679	68%	80%	72%	-12% ▼
No Re-admit within 30 Days of Discharge		878	88%	85%	77%	3%
Follow-up within 30 Days of Discharge		299	44%	90%	50%	-46% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	4 days	0.0	59%	90%	75%	-31% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	432	603	-28% ▼
Admits	423	625	-32% ▼
Discharges	435	633	-31% ▼
Bed Days	6,610	10,408	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	92%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		310	71%	80%	71%	-9%
✓ No Re-admit within 30 Days of Discharge		392	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		101	33%	90%	59%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		323	71%	60%	70%	11% ▲
✓ Improved/Maintained Function Score		334	77%	75%	82%	2%
● Abstinence/Reduced Drug Use		77	17%	70%	39%	-53% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		34	17 days	0.1	53%	90%	100%	-37% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	34	3%
Admits	6	3	100% ▲
Discharges	1	5	-80% ▼
Service Hours	183	202	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		1	3%	85%	86%	-82% ▼

Service Utilization

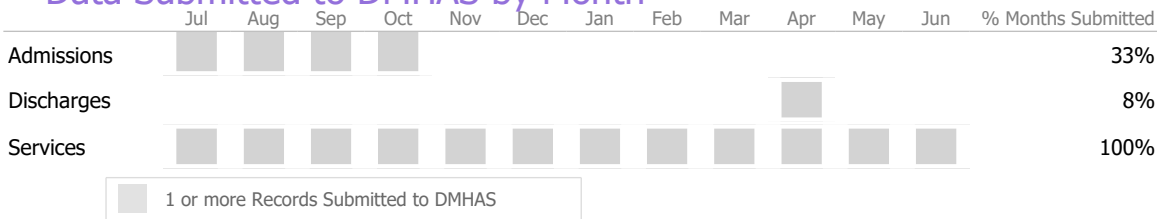
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	94%	90%	97%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		71% vs 97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		68% vs 81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	153	-18% ▼
Admits	108	149	-28% ▼
Discharges	103	146	-29% ▼
Bed Days	5,566	7,611	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
Valid TEDS Data	98%	94%
On-Time Periodic		
6 Month Updates	N/A	6%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		60	58%	70%	66%	-12% ▼
✓ No Re-admit within 30 Days of Discharge		96	93%	85%	90%	8%
● Follow-up within 30 Days of Discharge		24	40%	90%	65%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		101	80%	70%	68%	10% ▲
● Improved/Maintained Function Score		80	78%	95%	77%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		26	59 days	0.2	59%	90%	78%	-31% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	155	-10% ▼
Admits	11	43	-74% ▼
Discharges	12	28	-57% ▼
Service Hours	191	518	-63% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	44%	85%
Valid TEDS Data	54%	74%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	10%	55%	35%	-45% ▼
Employed		6	4%	50%	35%	-46% ▼
Self Help		4	3%	60%	18%	-57% ▼
Not Arrested		19	14%	75%	66%	-61% ▼
Improved/Maintained Function Score		5	4%	75%	42%	-71% ▼
Stable Living Situation		16	12%	95%	68%	-83% ▼

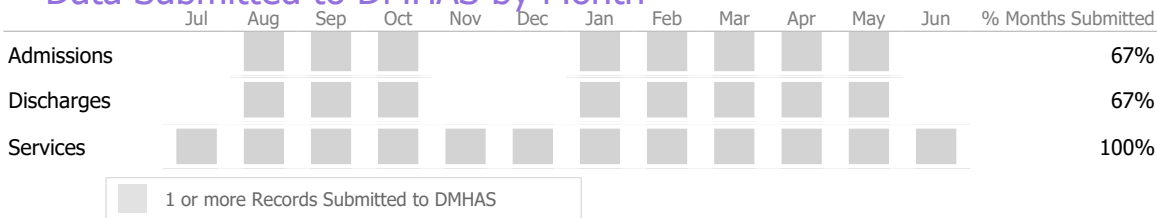
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	13%	90%	64%	-77% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	64%	75%	57%	-11% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	19	21% ▲
Admits	17	11	55% ▲
Discharges	13	10	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	56%	90%
On-Time Periodic		
6 Month Updates	0%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	96%

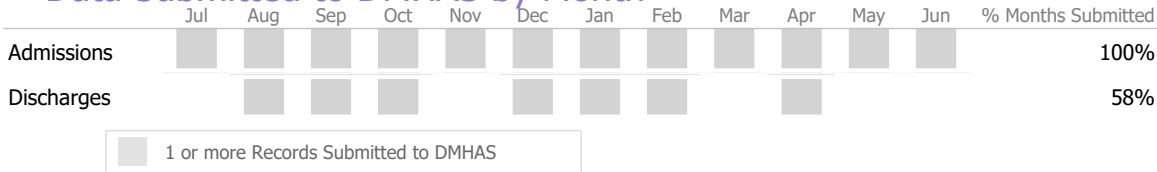
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	23%	65%	59%	-42% ▼
✓ No Re-admit within 30 Days of Discharge		11	85%	85%	93%	0%
● Follow-up within 30 Days of Discharge		0	0%	90%	50%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	27%	15%	18%	12% ▲
● Stable Living Situation		15	58%	60%	88%	-2%
● Social Support		13	50%	60%	78%	-10%
● Improved/Maintained Function Score		6	35%	85%	25%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

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