

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,881	1,812	4%
	Admits	630	501	26% ▲
	Discharges	505	580	-13% ▼
	Service Hours	6,514	6,723	-3%
	Bed Days	16,759	6,324	165% ▲

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

### Consumer Satisfaction Survey

(Based on 332 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Access		91%	80%	88%
● Outcome		74%	80%	83%
● Recovery		72%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	755	34.7%
	Community Support	260	11.9%
	Case Management	55	2.5%
	Crisis Services	53	2.4%
	Social Rehabilitation	52	2.4%
	Residential Services	23	1.1%
	ACT	13	0.6%
<b>Addiction</b>	Outpatient	431	19.8%
	Residential Services	391	18.0%
<b>Forensic MH</b>	Forensics Community-based	138	6.3%
	Residential Services	7	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	87	5%	8%
26-34	331	18%	18%
35-44	457	24%	24%
45-54	366	19%	19%
55-64	451	24%	20%
65+	189	10%	11%

Gender	#	%	State Avg
Male	1,112	59%	58%
Female	768	41%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,344	71%	66%
Hispanic-Other	388	21% ▲	10%
Unknown	87	5%	13%
Hisp-Puerto Rican	58	3%	11%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,210	64%	60%
Other	344	18%	12%
Black/African American	226	12%	17%
Unknown	77	4%	8%
Asian	20	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			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 2023 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	36	-11% ▼
Admits	-	-	
Discharges	-	3	-100% ▼
Service Hours	67	5	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
Valid TEDS Data	78%	76%
On-Time Periodic	Actual	State Avg
6 Month Updates	28%	11%
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%	51%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		23	72%	55%	24%	17% ▲
✓ Self Help		24	75%	60%	14%	15% ▲
✓ Not Arrested		28	88%	75%	48%	13% ▲
● Stable Living Situation		20	62%	95%	49%	-33% ▼
● Employed		1	3%	50%	25%	-47% ▼
● Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	56%	90%	32%	-34% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	49%	-75% ▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 103 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	502	547	-8%
Admits	55	49	12% ▲
Discharges	53	79	-33% ▼
Service Hours	2,111	2,157	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	51%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	41%	55%
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		10	19%	50%	37%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		362	72%	60%	62%	12% ▲
● Employed		76	15%	30%	23%	-15% ▼
● Stable Living Situation		349	69%	95%	71%	-26% ▼
● Improved/Maintained Function Score		66	16%	75%	35%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		377	84%	90%	79%	-6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		40	73%	75%	61%	-2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 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	159	183	-13% ▼
Admits	5	2	150% ▲
Discharges	8	4	100% ▲
Service Hours	315	452	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	30%	55%
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		7	88%	50%	37%	38% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		142	89%	60%	62%	29% ▲
● Employed		20	13%	30%	23%	-17% ▼
● Stable Living Situation		106	67%	95%	71%	-28% ▼
● Improved/Maintained Function Score		52	34%	75%	35%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		144	95%	90%	79%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	80%	75%	61%	5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 75 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	1	1	0%
Discharges	1	1	0%
Bed Days	578	459	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	67%
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		1	100%	85%	100%	15% ▲
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	33%	75%	33%	-42% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	410 days	0.9	105%	90%	74%	15% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

# Court Diversion Program

Rushford Center

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

Connecticut Dept of Mental Health and Addiction Services

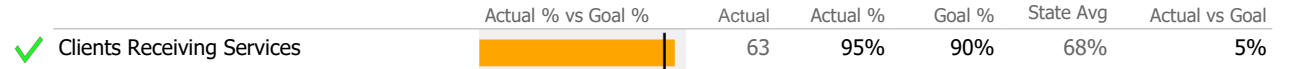
Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

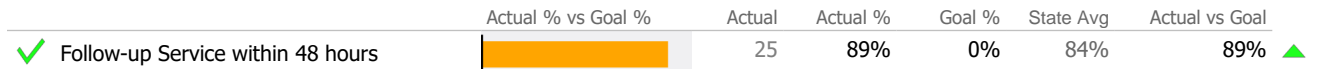
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	76	82% ▲
Admits	88	39	126% ▲
Discharges	72	35	106% ▲
Service Hours	186	58	

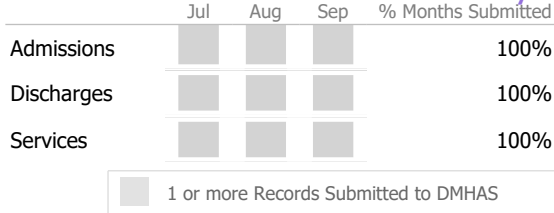
## Service Utilization



## 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.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	21	21	0%
Discharges	21	19	11% ▲
Bed Days	531	420	26% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		19	90%	85%	86%	5%
● Follow-up within 30 Days of Discharge		13	72%	90%	70%	-18% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	40 days	0.4	58%	90%	52%	-32% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	260	290	-10% ▼
Admits	7	7	0%
Discharges	7	10	-30% ▼
Service Hours	1,605	1,721	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	15%	77%
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		2	29%	65%	53%	-36% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		163	63%	60%	79%	3%
Employed		18	7%	20%	14%	-13% ▼
Stable Living Situation		94	36%	80%	87%	-44% ▼
Improved/Maintained Function Score		45	19%	65%	50%	-46% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		184	73%	90%	93%	-17% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 35 Active CSP Programs

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



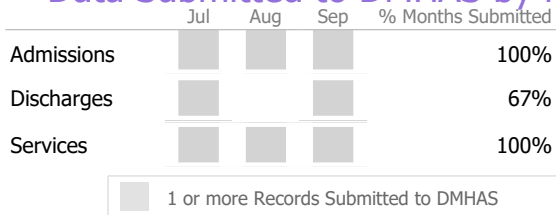
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	61	-15% ▼
Admits	7	1	600% ▲
Discharges	2	12	-83% ▼
Service Hours	1,533	1,504	2%
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.

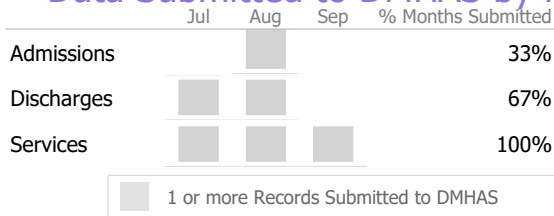
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	21	-52% ▼
Admits	2	8	-75% ▼
Discharges	2	11	-82% ▼
Service Hours	13	4	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	100%	50%	89%	50% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 52 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	179	1%
Admits	8	6	33% ▲
Discharges	17	8	113% ▲
Service Hours	461	535	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	45%	55%
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		5	29%	50%	37%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		102	56%	60%	62%	-4%
Employed		3	2%	30%	23%	-28% ▼
Improved/Maintained Function Score		59	36%	75%	35%	-39% ▼
Stable Living Situation		19	10%	95%	71%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	48%	90%	79%	-42% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	88%	75%	61%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 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	18	21	-14% ▼
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,656	1,901	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
On-Time Periodic		
6 Month Updates	94%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	94%	60%	84%	34% ▲
✓ Employed		8	44%	25%	13%	19% ▲
○ Improved/Maintained Function Score		12	67%	95%	51%	-28% ▼
○ Stable Living Situation		2	11%	95%	93%	-84% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		21	2,338 days	1.2	86%	90%	95%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 84 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	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	47%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	36%	-20% ▼
Self Help		N/A	N/A	60%	46%	-60% ▼
Stable Living Situation		N/A	N/A	80%	68%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	66%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 8 Active Standard Case Management Programs

Variations 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	-	-	

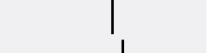
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	89%
Valid TEDS Data	 N/A	76%
On-Time Periodic	Actual	State Avg
6 Month Updates	 0%	11%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	 100%	99%

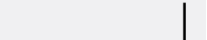
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

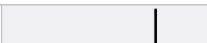
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	25%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	24%	-55% ▼
Self Help		0	0%	60%	14%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼
Not Arrested		0	0%	75%	48%	-75% ▼
Stable Living Situation		0	0%	95%	49%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	32%	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%	49%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 103 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	34	-12% ▼
Admits	34	38	-11% ▼
Discharges	33	40	-18% ▼
Service Hours	27	49	-45% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		27	96%	75%	78%	21% ▲
● Community Location Evaluation		20	71%	80%	82%	-9%
✓ Follow-up Service within 48 hours		13	100%	90%	85%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 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	266	241	10% ▲
Admits	4	7	-43% ▼
Discharges	6	2	200% ▲
Service Hours	91	99	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
Valid TEDS Data	90%	76%
<b>On-Time Periodic</b>		
6 Month Updates	0%	11%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	50%	50%	51%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinance/Reduced Drug Use		24	9%	55%	24%	-46% ▼
● Employed		9	3%	50%	25%	-47% ▼
● Self Help		8	3%	60%	14%	-57% ▼
● Not Arrested		21	8%	75%	48%	-67% ▼
● Improved/Maintained Function Score		5	2%	75%	30%	-73% ▼
● Stable Living Situation		24	9%	95%	49%	-86% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	7%	90%	32%	-83% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	50%	75%	49%	-25% ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 103 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	5	5	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	460	431	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	85%
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		N/A	N/A	75%	76%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	25%	75%	39%	-50% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				5	1,357 days	1.0	100%	90%	88%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 37 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 2023 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	-	2	-100% ▼
Discharges	2	1	100% ▲
Service Hours	11	21	-47% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		11	79%	85%	85%	-6%

## Service Utilization

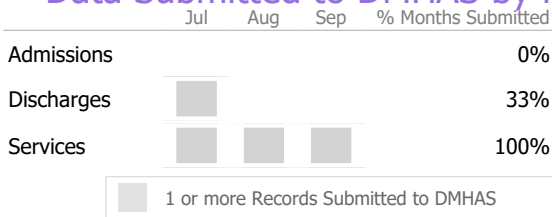
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	83%	90%	87%	-7%

## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		97%	98%

On-Time Periodic	Actual	State Avg	
6 Month Updates		42%	75%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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

Variations 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	259	224	16% ▲
Admits	251	221	14% ▲
Discharges	167	226	-26% ▼
Bed Days	7,215	873	726% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	92%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		120	72%	80%	74%	-8%
No Re-admit within 30 Days of Discharge		133	80%	85%	77%	-5%
Follow-up within 30 Days of Discharge		45	38%	90%	49%	-52% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	45 days	0.1	413%	90%	127%	323%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 6 Active Medically Monitored Detox 3.7D Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	95	36% ▲
Admits	110	64	72% ▲
Discharges	75	83	-10%
Bed Days	4,242	1,101	285% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	93%
Valid TEDS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

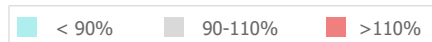
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		59	79%	80%	79%	-1%
✓ No Re-admit within 30 Days of Discharge		68	91%	85%	90%	6%
● Follow-up within 30 Days of Discharge		22	37%	90%	63%	-53% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		96	74%	60%	72%	14% ▲
✓ Improved/Maintained Function Score		61	81%	75%	86%	6%
● Abstinence/Reduced Drug Use		13	10%	70%	31%	-60% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	48 days	0.3	136%	90%	94%	46% ▲



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



\* State Avg based on 7 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	31	32	-3%
Admits	-	4	-100% ▼
Discharges	2	-	
Service Hours	53	54	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	97%	85%	85%	12% ▲

### Service Utilization

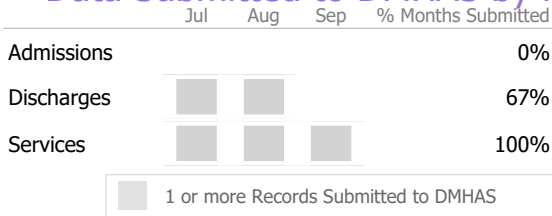
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	87%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

### 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	33	73% ▲
Admits	35	15	133% ▲
Discharges	35	24	46% ▲
Bed Days	2,077	1,139	82% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	0%	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	31%	70%	70%	-39% ▼
No Re-admit within 30 Days of Discharge		29	83%	85%	90%	-2%
Follow-up within 30 Days of Discharge		4	36%	90%	60%	-54% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		43	74%	70%	61%	4%
Improved/Maintained Function Score		32	86%	95%	86%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		26	68 days	0.5	87%	90%	68%	-3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 19 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	130	131	-1%
Admits	2	3	-33% ▼
Discharges	2	4	-50% ▼
Service Hours	39	55	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	89%
Valid TEDS Data	40%	76%
<b>On-Time Periodic</b>		
6 Month Updates	1%	11%
<b>Diagnosis</b>		
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%	51%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	1%	50%	25%	-49% ▼
Abstinence/Reduced Drug Use		3	2%	55%	24%	-53% ▼
Self Help		4	3%	60%	14%	-57% ▼
Not Arrested		7	5%	75%	48%	-70% ▼
Improved/Maintained Function Score		2	2%	75%	30%	-73% ▼
Stable Living Situation		2	2%	95%	49%	-93% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	9%	90%	32%	-81% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	49%	25% ▲

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 103 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	13	11	18% ▲
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	61%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	31%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	15%	15%	14%	0%
Social Support		4	31%	60%	77%	-29% ▼
Stable Living Situation		4	31%	60%	89%	-29% ▼
Improved/Maintained Function Score		0	0%	85%	26%	-85% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 23 Active Assertive Community Treatment Programs

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