

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,760	2,327	19% ▲
	Admits	2,686	1,794	50% ▲
	Discharges	2,693	1,930	40% ▲
	Service Hours	25,307	18,808	35% ▲
	Bed Days	32,554	21,195	54% ▲
	S.Rehab/PHP/IOP	2		

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%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	916	27.7%
	Community Support	290	8.8%
	Crisis Services	176	5.3%
	Social Rehabilitation	86	2.6%
	Case Management	65	2.0%
	Residential Services	25	0.8%
	ACT	18	0.5%
	Addiction	Residential Services	1,142
Outpatient		285	8.6%
Case Management		30	0.9%
Forensic MH	Forensics Community-based	267	8.1%
	Residential Services	8	0.2%

Client Demographics

Age	#	%	State Avg
18-25	184	7%	9%
26-34	555	20%	20%
35-44	744	27%	25%
45-54	526	19%	18%
55-64	549	20%	19%
65+	199	7%	10%

Gender	#	%	State Avg
Male	1,677	61%	59%
Female	1,080	39%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,779	64%	59%
Other	480	17%	12%
Black/African American	352	13%	17%
Unknown	125	5%	9%
Asian	17	1%	1%
Multiple Races	4	0%	1%
Am. Indian/Native Alaskan	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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	43	-21% ▼
Admits	1	2	-50% ▼
Discharges	3	6	-50% ▼
Service Hours	224	38	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	89%
Valid TEDS Data	76%	67%
On-Time Periodic		
6 Month Updates	55%	9%
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%	52%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		34	100%	75%	58%	25% ▲
Abstinence/Reduced Drug Use		23	68%	55%	32%	13% ▲
Self Help		21	62%	60%	16%	2%
Employed		4	12%	50%	30%	-38% ▼
Improved/Maintained Function Score		7	21%	75%	46%	-54% ▼
Stable Living Situation		11	32%	95%	59%	-63% ▼

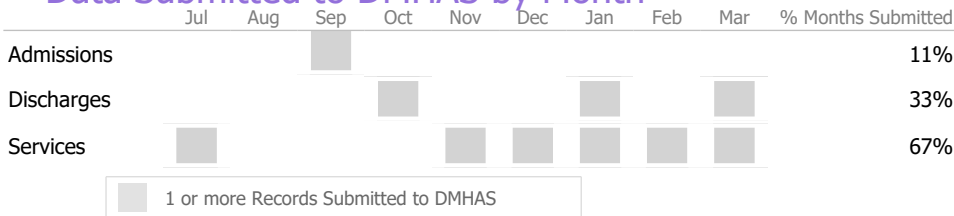
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	90%	90%	41%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	45%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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	705	692	2%
Admits	221	202	9%
Discharges	225	231	-3%
Service Hours	7,457	6,679	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	48%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	39%	54%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		75	33%	50%	42%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		419	56%	60%	65%	-4%
Employed		90	12%	30%	26%	-18% ▼
Improved/Maintained Function Score		214	33%	75%	46%	-42% ▼
Stable Living Situation		344	46%	95%	74%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		483	91%	90%	89%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		145	70%	75%	66%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 77 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	173	191	-9%
Admits	15	9	67% ▲
Discharges	20	20	0%
Service Hours	1,018	1,070	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	54%
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		15	75%	50%	42%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		148	86%	60%	65%	26% ▲
● Employed		22	13%	30%	26%	-17% ▼
● Improved/Maintained Function Score		81	49%	75%	46%	-26% ▼
● Stable Living Situation		76	44%	95%	74%	-51% ▼

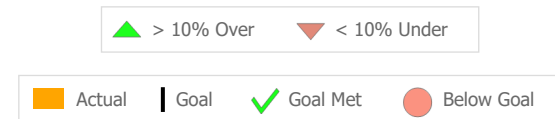
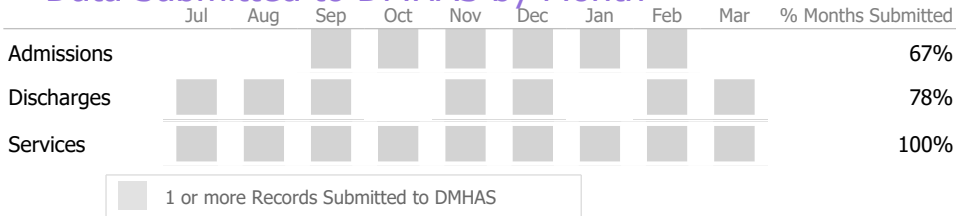
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		151	99%	90%	89%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	100%	75%	66%	25% ▲

Data Submitted to DMHAS by Month



* State Avg based on 77 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	7	14% ▲
Admits	3	2	50% ▲
Discharges	3	2	50% ▲
Bed Days	1,321	1,417	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	90%
On-Time Periodic		
6 Month Updates	100%	67%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	75%	33%	-42% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	67%	-18% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	100%	10% ▲

Recovery

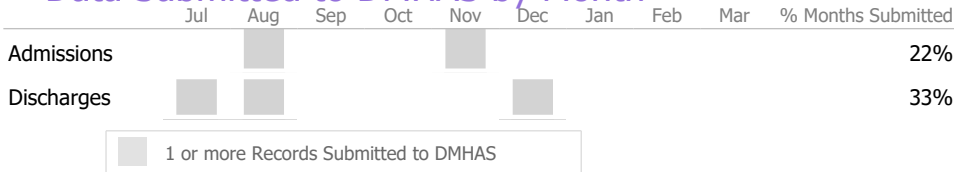
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	33%	75%	22%	-42% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	560 days	0.4	80%	90%	64%	-10%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

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

Court Diversion Program

Rushford Center

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

Connecticut Dept of Mental Health and Addiction Services

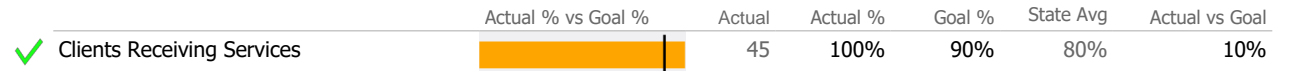
Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

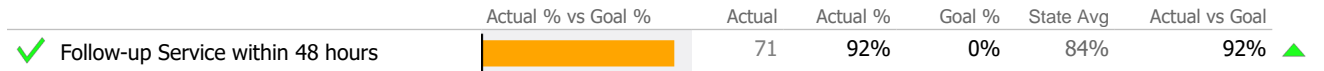
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	167	60% ▲
Admits	224	137	64% ▲
Discharges	231	130	78% ▲
Service Hours	530	360	47% ▲

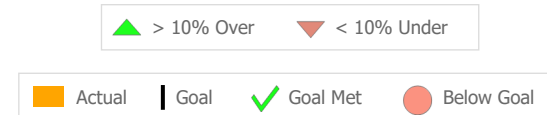
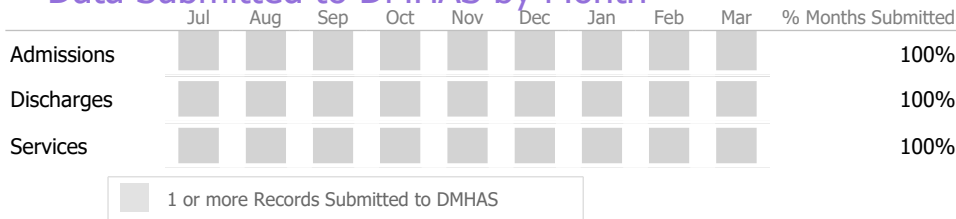
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



* 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	64	62	3%
Admits	62	67	-7%
Discharges	61	67	-9%
Bed Days	1,524	1,525	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		59	97%	85%	89%	12% ▲
✓ Follow-up within 30 Days of Discharge		45	94%	90%	81%	4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	37 days	0.1	55%	90%	55%	-35% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	290	283	2%
Admits	66	19	247% ▲
Discharges	44	66	-33% ▼
Service Hours	5,445	4,241	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	86%
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		18	41%	65%	51%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		211	72%	60%	79%	12% ▲
● Employed		26	9%	20%	16%	-11% ▼
● Improved/Maintained Function Score		91	35%	65%	55%	-30% ▼
● Stable Living Situation		80	27%	80%	86%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		244	98%	90%	97%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

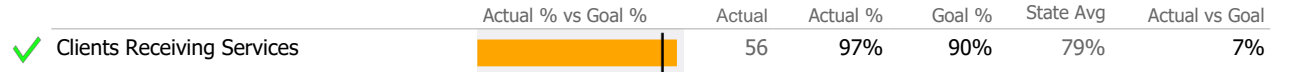
* State Avg based on 35 Active CSP Programs

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

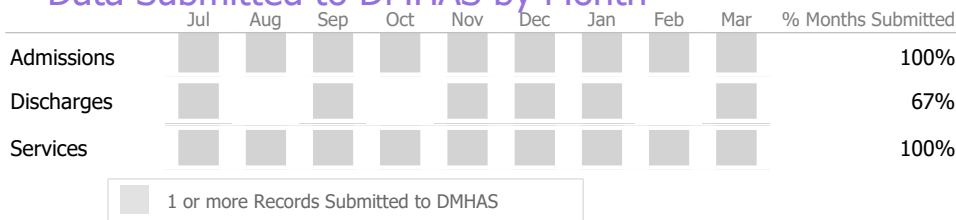
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	76	13% ▲
Admits	28	12	133% ▲
Discharges	29	28	4%
Service Hours	6,834	4,020	70% ▲
Social Rehab/PHP/IOP Days	2	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

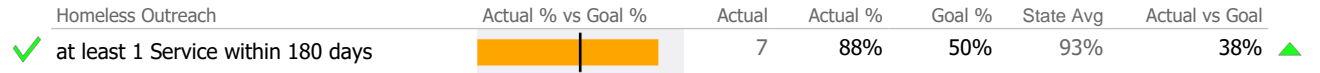
* State Avg based on 34 Active Social Rehabilitation Programs

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

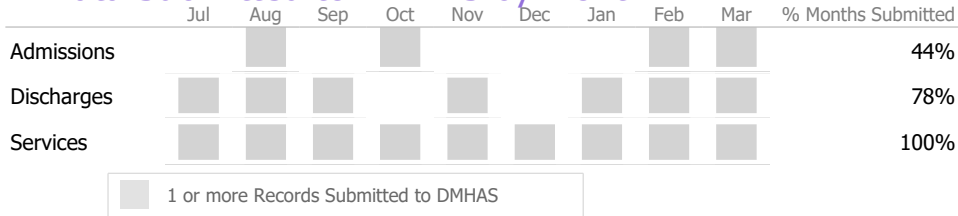
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	31	-35% ▼
Admits	8	20	-60% ▼
Discharges	14	21	-33% ▼
Service Hours	43	33	31% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	142	0%
Admits	25	21	19% ▲
Discharges	39	34	15% ▲
Service Hours	1,550	1,591	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	54%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	46%	50%	42%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		138	92%	60%	65%	32% ▲
● Improved/Maintained Function Score		86	62%	75%	46%	-13% ▼
● Employed		14	9%	30%	26%	-21% ▼
● Stable Living Situation		54	36%	95%	74%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		94	85%	90%	89%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		16	67%	75%	66%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
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 77 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	20	21	-5%
Admits	2	1	100% ▲
Discharges	2	2	0%
Bed Days	5,330	5,580	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	66%	-10% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	83%	-90% ▼

Recovery

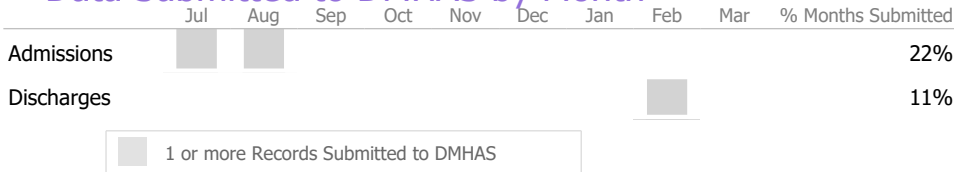
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	90%	60%	86%	30% ▲
Employed		8	40%	25%	13%	15% ▲
Improved/Maintained Function Score		16	80%	95%	63%	-15% ▼
Stable Living Situation		13	65%	95%	95%	-30% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	2,296 days	0.4	92%	90%	90%	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 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30		
Admits	30	-	
Discharges	8	-	
Service Hours	62	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	31%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	12%	50%	46%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	23%	20%	31%	3%
● Self Help		17	57%	60%	40%	-3%
● Stable Living Situation		15	50%	80%	64%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	95%	90%	69%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■	■	■	■	■	■	67%
Discharges							■	■	■	33%
Services							■	■	■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 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		
Admits	5	-	
Discharges	4	-	
Service Hours	34	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
Valid TEDS Data	50%	67%
On-Time Periodic		
6 Month Updates	N/A	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	52%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		5	100%	75%	58%	25% ▲
✓ Self Help		3	60%	60%	16%	0%
● Abstinence/Reduced Drug Use		2	40%	55%	32%	-15% ▼
✓ Improved/Maintained Function Score		3	75%	75%	46%	0%
● Stable Living Situation		3	60%	95%	59%	-35% ▼
● Employed		0	0%	50%	30%	-50% ▼

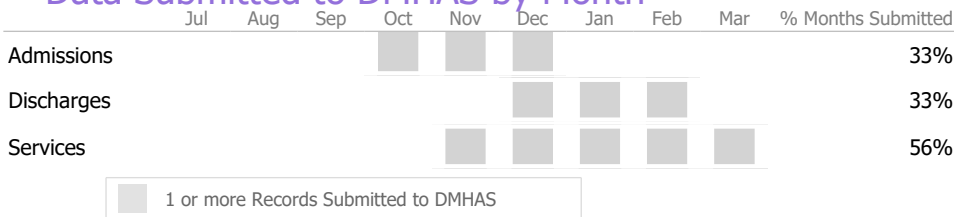
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	41%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	60%	75%	45%	-15% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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 2023 - March 2024 (Data as of Jun 10, 2024)

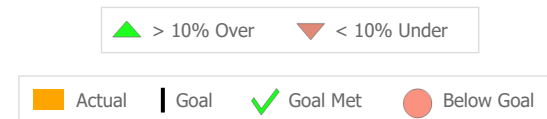
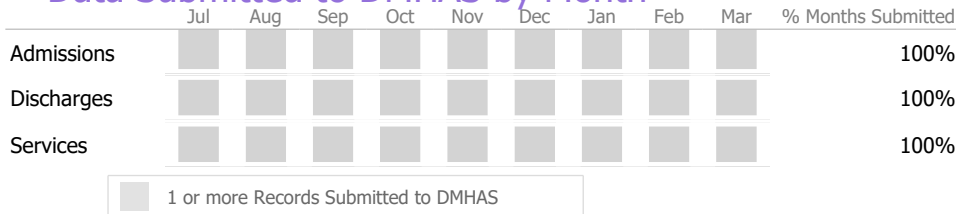
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	107	9%
Admits	136	127	7%
Discharges	130	129	1%
Service Hours	87	155	-44% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		120	95%	75%	74%	20% ▲
● Community Location Evaluation		94	75%	80%	78%	-5%
✓ Follow-up Service within 48 hours		50	94%	90%	87%	4%

Data Submitted to DMHAS by Month



* 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	184	87	111% ▲
Admits	98	46	113% ▲
Discharges	113	27	319% ▲
Service Hours	1,422	278	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	89%
Valid TEDS Data	41%	67%
On-Time Periodic		
6 Month Updates	32%	9%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		56	50%	50%	52%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinance/Reduced Drug Use		81	41%	55%	32%	-14% ▼
● Employed		67	34%	50%	30%	-16% ▼
● Not Arrested		106	54%	75%	58%	-21% ▼
● Improved/Maintained Function Score		95	58%	75%	46%	-17% ▼
● Self Help		55	28%	60%	16%	-32% ▼
● Stable Living Situation		81	41%	95%	59%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	98%	90%	41%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		82	87%	75%	45%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 101 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	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	1,209	1,324	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	59%	25% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	76%	-85% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	65%	-90% ▼

Recovery

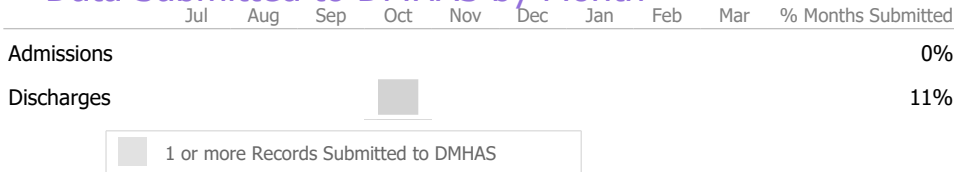
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		4	80%	75%	50%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	1,650 days	0.4	88%	90%	86%	-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 38 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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	-	4	-100% ▼
Discharges	3	3	0%
Service Hours	45	53	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	86%	15% ▲

Service Utilization

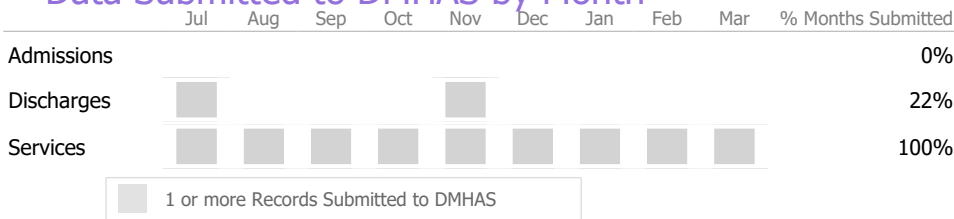
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	821	643	28% ▲
Admits	993	732	36% ▲
Discharges	995	733	36% ▲
Bed Days	4,947	3,234	53% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	88%
Valid TEDS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	33%
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		688	69%	80%	76%	-11% ▼
No Re-admit within 30 Days of Discharge		816	82%	85%	79%	-3%
Follow-up within 30 Days of Discharge		421	61%	90%	53%	-29% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	12 days	0.0	95%	90%	73%	5%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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

Residential Intensive Treatment

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	587	297	98% ▲
Admits	603	277	118% ▲
Discharges	598	291	105% ▲
Bed Days	10,209	4,183	144% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
Valid TEDS Data	86%	93%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		484	81%	80%	78%	1%
✓ No Re-admit within 30 Days of Discharge		523	87%	85%	89%	2%
● Follow-up within 30 Days of Discharge		219	45%	90%	61%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		454	71%	60%	74%	11% ▲
✓ Improved/Maintained Function Score		466	78%	75%	83%	3%
● Abstinence/Reduced Drug Use		145	23%	70%	41%	-47% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	19 days	0.0	109%	90%	94%	19% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 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	34	-9%
Admits	-	6	-100% ▼
Discharges	5	2	150% ▲
Service Hours	158	135	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	85%	86%	15% ▲

Service Utilization

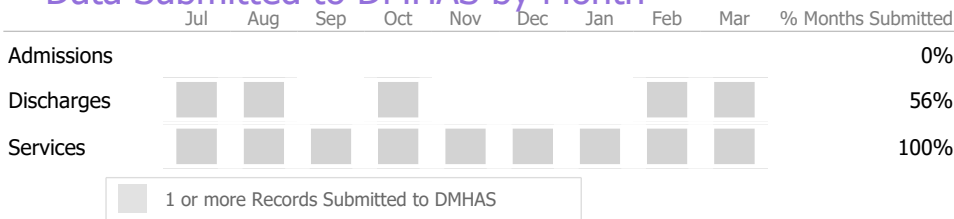
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

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	137	88	56% ▲
Admits	123	70	76% ▲
Discharges	124	75	65% ▲
Bed Days	8,014	3,932	104% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
Valid TEDS Data	92%	94%
On-Time Periodic		
6 Month Updates	N/A	50%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		108	87%	70%	75%	17% ▲
✓ No Re-admit within 30 Days of Discharge		107	86%	85%	90%	1%
○ Follow-up within 30 Days of Discharge		54	50%	90%	56%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		116	81%	70%	77%	11% ▲
○ Improved/Maintained Function Score		106	85%	95%	92%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	52 days	0.3	102%	90%	75%	12% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	68	50	36% ▲
Admits	35	14	150% ▲
Discharges	29	20	45% ▲
Service Hours	399	147	171% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	89%
Valid TEDS Data	55%	67%
On-Time Periodic		
6 Month Updates	19%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	34%	50%	52%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		28	41%	55%	32%	-14% ▼
Not Arrested		38	56%	75%	58%	-19% ▼
Employed		14	21%	50%	30%	-29% ▼
Improved/Maintained Function Score		25	50%	75%	46%	-25% ▼
Stable Living Situation		36	53%	95%	59%	-42% ▼
Self Help		12	18%	60%	16%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	90%	90%	41%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	77%	75%	45%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 101 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	19	-5%
Admits	8	12	-33% ▼
Discharges	12	13	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	95%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

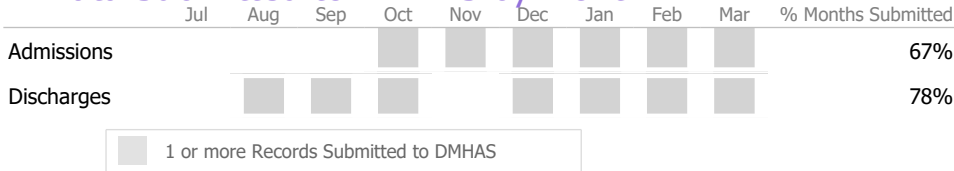
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	75%	65%	55%	10% ▲
● No Re-admit within 30 Days of Discharge		10	83%	85%	87%	-2%
● Follow-up within 30 Days of Discharge		1	11%	90%	53%	-79% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	32%	15%	15%	17% ▲
● Social Support		11	58%	60%	78%	-2%
● Stable Living Situation		10	53%	60%	88%	-7%
● Improved/Maintained Function Score		8	53%	85%	28%	-32% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs