

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,728	1,787	-3%
	Admits	915	932	-2%
	Discharges	827	926	-11% ▼
	Service Hours	10,379	8,303	25% ▲
	Bed Days	10,390	10,106	3%

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

Consumer Satisfaction Survey (Based on 477 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Access		89%	80%	88%
✓ Outcome		80%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	849	39.8%
	Community Support	301	14.1%
	Social Rehabilitation	83	3.9%
	Crisis Services	75	3.5%
	Case Management	38	1.8%
	Residential Services	24	1.1%
	ACT	10	0.5%
Addiction	Residential Services	441	20.7%
	Outpatient	225	10.5%
	Case Management	39	1.8%
Forensic MH	Forensics Community-based	43	2.0%
	Residential Services	6	0.3%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	81	5%	8%	Male	1,005	58%	58%
26-34	270	16%	18%	Female	720	42%	42%
35-44	404	23%	24%	Transgender/Other	3	0%	0%
45-54	327	19%	18%				
55-64	420	24%	20%				
65+	225	13%	12%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,233	71%	64%	White/Caucasian	1,082	63%	59%
Hispanic-Other	408	24% ▲	11%	Other	351	20%	12%
Unknown	74	4%	14%	Black/African American	210	12%	17%
Hisp-Puerto Rican	13	1%	10%	Unknown	69	4%	9%
Hispanic-Cuban			0%	Asian	10	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	5	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	35	43% ▲
Admits	8	1	700% ▲
Discharges	2	-	
Service Hours	146	85	73% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
Valid TEDS Data	100%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	81%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	51%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		48	96%	75%	43%	21% ▲
Abstinence/Reduced Drug Use		30	60%	55%	24%	5%
Self Help		19	38%	60%	12%	-22% ▼
Stable Living Situation		33	66%	95%	44%	-29% ▼
Improved/Maintained Function Score		22	67%	75%	29%	-8%
Employed		5	10%	50%	22%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	63%	90%	38%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	13%	75%	57%	-63% ▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	663	629	5%
Admits	114	80	43% ▲
Discharges	97	97	0%
Service Hours	2,824	2,648	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	57%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	49%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	40%	50%	46%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		374	55%	60%	59%	-5%
Employed		75	11%	30%	22%	-19% ▼
Improved/Maintained Function Score		193	36%	75%	39%	-39% ▼
Stable Living Situation		241	35%	95%	68%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		486	82%	90%	75%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		99	89%	75%	81%	14% ▲

Data Submitted to DMHAS for 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 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	161	-4%
Admits	4	5	-20% ▼
Discharges	11	9	22% ▲
Service Hours	329	326	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	61%	49%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	64%	50%	46%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		113	73%	60%	59%	13% ▲
Stable Living Situation		131	85%	95%	68%	-10%
Improved/Maintained Function Score		87	62%	75%	39%	-13% ▼
Employed		12	8%	30%	22%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		143	98%	90%	75%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	81%	-75% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	551	398	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	75%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	75%	100%	25% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		0	0%	85%	0%	-85% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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	40%	75%	29%	-35% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				6	578 days	1.0	100%	90%	71%	10%
< 90% 90-110% > 110%										

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
1 or more Records Submitted to DMHAS				

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

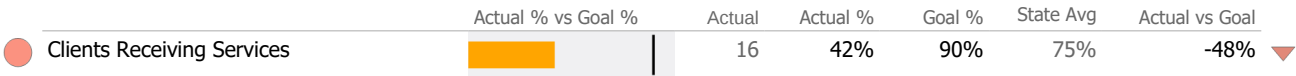
Below Goal

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

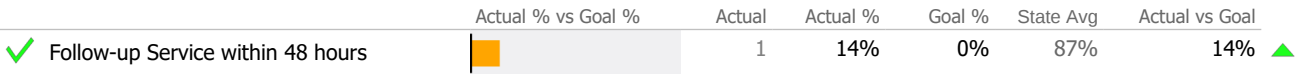
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	140	-69% ▼
Admits	12	88	-86% ▼
Discharges	5	72	-93% ▼
Service Hours	6	201	-97% ▼

Service Utilization



Jail Diversion



Data Submitted to DMHAS for 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 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	16	21	-24% ▼
Discharges	18	21	-14% ▼
Bed Days	615	531	16% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		17	94%	85%	95%	9%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		14	93%	90%	70%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	45 days	0.4	67%	90%	77%	-23% ▼
< 90% 90-110% >110%								

Data Submitted to DMHAS for 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	301	259	16% ▲
Admits	41	32	28% ▲
Discharges	13	13	0%
Service Hours	2,472	1,851	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	91%
On-Time Periodic		
6 Month Updates	66%	86%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	54%	65%	61%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		199	66%	60%	79%	6%
Employed		33	11%	20%	15%	-9%
Improved/Maintained Function Score		106	45%	65%	51%	-20% ▼
Stable Living Situation		113	37%	80%	86%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		266	92%	90%	94%	2%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

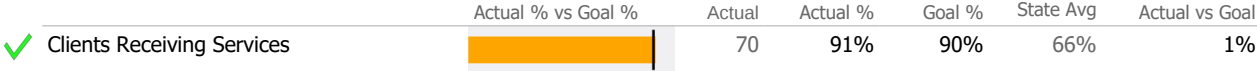


* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	66	26% ▲
Admits	23	7	229% ▲
Discharges	7	3	133% ▲
Service Hours	3,257	1,894	72% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	138	-4%
Admits	14	11	27% ▲
Discharges	23	16	44% ▲
Service Hours	509	520	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	89%
On-Time Periodic		
6 Month Updates	56%	49%
Diagnosis		
Valid MH/SU Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	52%	50%	46%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		111	82%	60%	59%	22% ▲
● Improved/Maintained Function Score		73	61%	75%	39%	-14% ▼
● Employed		9	7%	30%	22%	-23% ▼
● Stable Living Situation		75	55%	95%	68%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		85	75%	90%	75%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	79%	75%	81%	4%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	1	2	-50% ▼
Discharges	1	-	
Bed Days	1,622	1,765	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
On-Time Periodic		
6 Month Updates	69%	88%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	78%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	95%	60%	86%	35% ▲
Stable Living Situation		19	100%	95%	97%	5%
Employed		5	26%	25%	11%	1%
Improved/Maintained Function Score		14	82%	95%	63%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	2,340 days	1.1	84%	90%	88%	-6%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for 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 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39		
Admits	9	-	
Discharges	15	-	
Service Hours	40	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
On-Time Periodic		
6 Month Updates	13%	20%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	33%	50%	42%	-17%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		11	28%	20%	29%	8%
Stable Living Situation		31	79%	80%	65%	-1%
Self Help		21	54%	60%	35%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	83%	90%	59%	-7%

Data Submitted to DMHAS for 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 8 Active Standard Case Management Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 92%
Valid TEDS Data		N/A 50%
On-Time Periodic		
6 Month Updates		N/A 9%
Diagnosis		
Valid MH/SU Diagnosis		100% 100%

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		1	100%	50%	22%	50% ▲
✓	Abstinence/Reduced Drug Use		1	100%	55%	24%	45% ▲
✓	Self Help		1	100%	60%	12%	40% ▲
✓	Not Arrested		1	100%	75%	43%	25% ▲
✓	Stable Living Situation		1	100%	95%	44%	5%
●	Improved/Maintained Function Score		N/A	N/A	75%	29%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	38%	-90% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		N/A	N/A	75%	57%	N/A ▼

Data Submitted to DMHAS for 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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	30	77% ▲
Admits	52	34	53% ▲
Discharges	42	33	27% ▲
Service Hours	70	27	156% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		42	95%	90%	78%	5%
✓ Community Location Evaluation		39	89%	80%	81%	9%
✓ Follow-up Service within 48 hours		16	94%	90%	88%	4%

Data Submitted to DMHAS for 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 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	133	-9%
Admits	39	36	8%
Discharges	33	37	-11% ▼
Service Hours	476	539	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	92%
Valid TEDS Data	95%	50%
On-Time Periodic		
6 Month Updates	0%	9%
Diagnosis		
Valid MH/SU Diagnosis	98%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	67%	50%	51%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		72	58%	55%	24%	3%
Employed		55	44%	50%	22%	-6%
Not Arrested		88	70%	75%	43%	-5%
Self Help		45	36%	60%	12%	-24% ▼
Stable Living Situation		81	65%	95%	44%	-30% ▼
Improved/Maintained Function Score		28	34%	75%	29%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	75%	90%	38%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	90%	75%	57%	15% ▲

Data Submitted to DMHAS for 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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	460	460	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	95%
On-Time Periodic		
6 Month Updates	100%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	71%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	65%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		4	80%	75%	47%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,620 days	1.0	100%	90%	90%	10%

< 90%

90-110%

>110%

Data Submitted to DMHAS for 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 38 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	15	-20% ▼
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	15	12	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	84%	7%

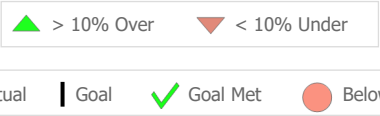
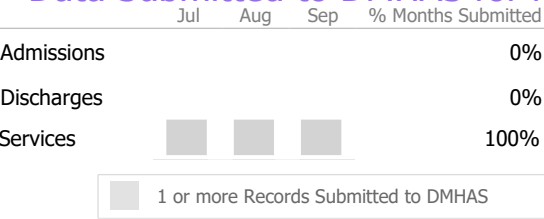
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	86%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92% 77%

Data Submitted to DMHAS for Month



* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	312	330	-5%
Admits	326	345	-6%
Discharges	324	348	-7%
Bed Days	1,545	1,422	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	88%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		214	66%	80%	77%	-14%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		272	84%	85%	80%	-1%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		159	74%	90%	56%	-16%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	5 days	0.1	88%	90%	70%	-2%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	229	234	-2%
Admits	198	208	-5%
Discharges	195	207	-6%
Bed Days	3,595	3,460	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

Treatment Completed Successfully		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		139	71%	80%	73%	-9%
No Re-admit within 30 Days of Discharge		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		165	85%	85%	86%	0%
Follow-up within 30 Days of Discharge		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		92	66%	90%	63%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		152	78%	75%	84%	3%
Self Help		106	44%	60%	65%	-16% ▼
Abstinence/Reduced Drug Use		117	49%	70%	54%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		34	20 days	0.1	115%	90%	86%	25% ▲

< 90%

90-110%

>110%

Data Submitted to DMHAS for 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 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	31	-16% ▼
Admits	-	-	
Discharges	2	2	0%
Service Hours	74	54	37% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	100%	85%	84%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	64	-20% ▼
Admits	39	48	-19% ▼
Discharges	29	46	-37% ▼
Bed Days	2,002	2,070	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	85%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	18%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

✓ Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			24	83%	70%	75%	13% ▲
● No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			23	79%	85%	91%	-6%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			15	62%	90%	58%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		36	69%	70%	68%	-1%
● Improved/Maintained Function Score		21	72%	95%	91%	-23% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	24	52 days	0.5	91%	90%	74%	1%

< 90%

90-110%

>110%

Data Submitted to DMHAS for 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 17 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	43	23% ▲
Admits	16	9	78% ▲
Discharges	7	10	-30% ▼
Service Hours	162	130	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	92%
Valid TEDS Data	80%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	20%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	51%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		26	49%	55%	24%	-6%
Not Arrested		31	58%	75%	43%	-17% ▼
Employed		16	30%	50%	22%	-20% ▼
Self Help		16	30%	60%	12%	-30% ▼
Stable Living Situation		23	43%	95%	44%	-52% ▼
Improved/Maintained Function Score		10	31%	75%	29%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	80%	90%	38%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	81%	75%	57%	6%

Data Submitted to DMHAS for 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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	3	-	
Discharges	2	4	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	93%
On-Time Periodic		
6 Month Updates	67%	95%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

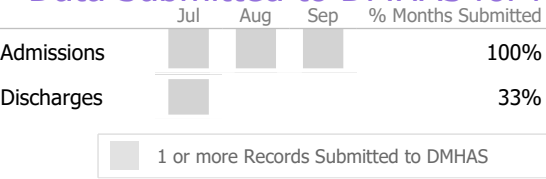
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	65%	52%	-15% ▼
No Re-admit within 30 Days of Discharge		1	50%	85%	91%	-35% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	55%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	82%	60%	76%	22% ▲
Stable Living Situation		9	82%	60%	89%	22% ▲
Employed		4	36%	15%	15%	21% ▲
Improved/Maintained Function Score		4	80%	85%	24%	-5%

Data Submitted to DMHAS for Month



* State Avg based on 23 Active Assertive Community Treatment Programs