

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,210	3,207	0%
	Admits	3,752	3,679	2%
	Discharges	3,474	3,712	-6%
	Service Hours	44,537	35,051	27% ▲
	Bed Days	40,470	40,642	0%

▲ > 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	1,099	27.6%
	Community Support	383	9.6%
	Crisis Services	252	6.3%
	Social Rehabilitation	125	3.1%
	Case Management	45	1.1%
	ICS	26	0.7%
	Residential Services	26	0.7%
Addiction	Residential Services	1,391	34.9%
	Outpatient	361	9.1%
	Case Management	94	2.4%
Forensic MH	Forensics Community-based	175	4.4%
	Residential Services	10	0.3%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	203	6%	9%	Male	1,964	61%	60%
26-34	597	19%	19%	Female	1,259	39%	40%
35-44	874	27%	26%	Transgender/Other	3	0%	0%
45-54	596	19%	18%				
55-64	642	20%	18%				
65+	309	10%	10%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	2,372	74%	64%	White/Caucasian	2,016	62%	58%
Hispanic-Other	688	21%	12%	Other	605	19%	12%
Unknown	134	4%	14%	Black/African American	445	14%	18%
Hisp-Puerto Rican	32	1%	10%	Unknown	122	4%	10%
Hispanic-Cuban			0%	Asian	21	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	10	0%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%
				Multiple Races	3	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	45	38% ▲
Admits	19	10	90% ▲
Discharges	10	2	400% ▲
Service Hours	735	320	130% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
Valid TEDS Data	96%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	41%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	30%	50%	51%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		58	94%	75%	52%	19% ▲
Abstinence/Reduced Drug Use		37	60%	55%	30%	5%
Stable Living Situation		55	89%	95%	53%	-6%
Self Help		21	34%	60%	16%	-26% ▼
Improved/Maintained Function Score		28	50%	75%	44%	-25% ▼
Employed		9	15%	50%	27%	-35% ▼

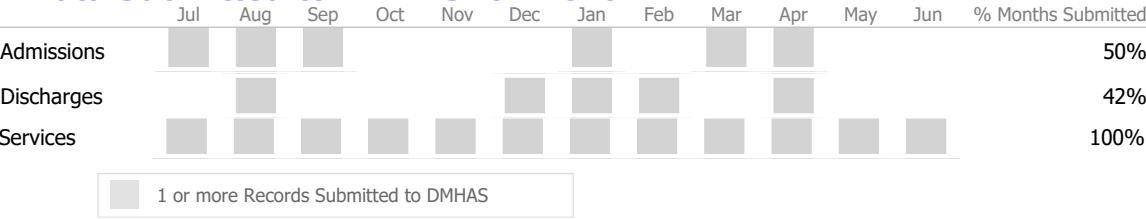
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	92%	90%	51%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	16%	75%	64%	-59% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	888	808	10%
Admits	444	340	31% ▲
Discharges	341	351	-3%
Service Hours	11,867	10,125	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	58%	89%
On-Time Periodic		
6 Month Updates	33%	49%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		130	38%	50%	43%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		532	54%	60%	62%	-6%
Employed		145	15%	30%	27%	-15% ▼
Improved/Maintained Function Score		409	50%	75%	47%	-25% ▼
Stable Living Situation		529	54%	95%	77%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		589	91%	90%	88%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		303	75%	75%	79%	0%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	182	4%
Admits	42	26	62% ▲
Discharges	35	31	13% ▲
Service Hours	1,387	1,278	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	89%
On-Time Periodic		
6 Month Updates	69%	49%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	49%	50%	43%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		150	78%	60%	62%	18% ▲
Stable Living Situation		166	86%	95%	77%	-9%
Employed		23	12%	30%	27%	-18% ▼
Improved/Maintained Function Score		95	57%	75%	47%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		158	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		25	60%	75%	79%	-15% ▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	4	5	-20% ▼
Discharges	6	4	50% ▲
Bed Days	1,844	1,712	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	60%
On-Time Periodic		
6 Month Updates	0%	0%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	75%	67%	-8%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		4	67%	85%	67%	-18% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		4	100%	90%	100%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		6	75%	75%	75%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	630 days	0.2	84%	90%	56%	-6%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													42%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

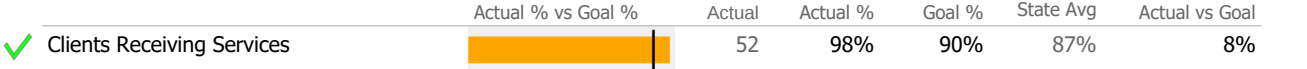
Below Goal

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

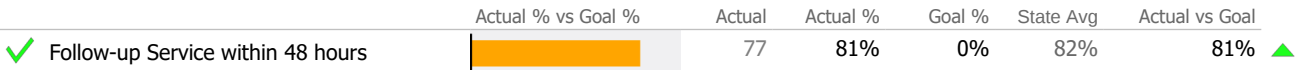
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	286	-39% ▼
Admits	150	245	-39% ▼
Discharges	126	270	-53% ▼
Service Hours	220	567	-61% ▼

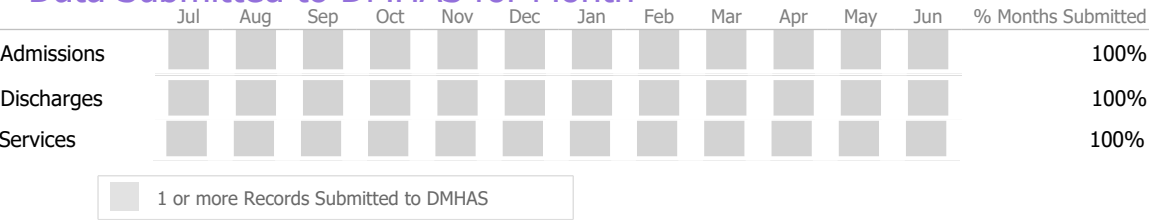
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



▲ > 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	68	87	-22%	▼
Admits	75	90	-17%	▼
Discharges	76	88	-14%	▼
Bed Days	2,382	2,173	10%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		69	91%	85%	91%	6%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		48	91%	90%	57%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	51 days	0.1	65%	90%	59%	-25% ▼
< 90% 90-110% >110%								

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
1 or more Records Submitted to DMHAS													

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 13 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	383	324	18% ▲
Admits	132	106	25% ▲
Discharges	99	73	36% ▲
Service Hours	11,288	7,824	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	91%
On-Time Periodic		
6 Month Updates	63%	87%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		59	60%	65%	61%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		282	72%	60%	82%	12% ▲
Stable Living Situation		303	77%	80%	89%	-3%
Employed		46	12%	20%	17%	-8%
Improved/Maintained Function Score		164	49%	65%	63%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		285	97%	90%	99%	7%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

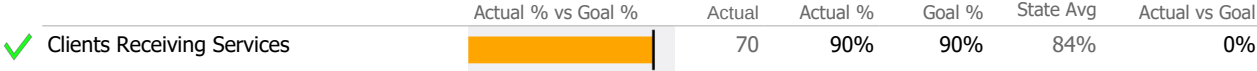
Below Goal

* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	94	32% ▲
Admits	75	39	92% ▲
Discharges	58	37	57% ▲
Service Hours	13,103	9,292	41% ▲
Social Rehab/PHP/IOP Days	0	2	-100% ▼

Service Utilization



Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	158	-7%
Admits	46	44	5%
Discharges	46	54	-15% ▼
Service Hours	2,073	2,043	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	89%
On-Time Periodic		
6 Month Updates	44%	49%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	50%	50%	43%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		133	81%	60%	62%	21% ▲
● Improved/Maintained Function Score		91	62%	75%	47%	-13% ▼
● Stable Living Situation		120	73%	95%	77%	-22% ▼
● Employed		16	10%	30%	27%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		102	86%	90%	88%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		28	65%	75%	79%	-10%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	3	3	0%
Discharges	1	3	-67% ▼
Bed Days	6,855	6,987	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	87%
On-Time Periodic		
6 Month Updates	100%	95%
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%	60%	70%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	61%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	95%	60%	86%	35% ▲
Stable Living Situation		20	95%	95%	96%	0%
Employed		5	24%	25%	13%	-1%
Improved/Maintained Function Score		15	75%	95%	66%	-20% ▼

Bed Utilization

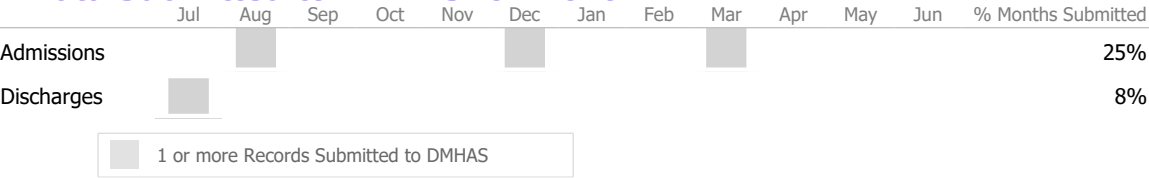
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	2,473 days	0.3	89%	90%	90%	-1%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month



* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	50	88% ▲
Admits	70	51	37% ▲
Discharges	31	23	35% ▲
Service Hours	142	119	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	6%	35%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	48%	50%	61%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	18%	20%	29%	-2%
Stable Living Situation		68	69%	80%	72%	-11% ▼
Self Help		41	42%	60%	44%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		61	91%	90%	93%	1%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
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	13	7	86% ▲
Admits	13	7	86% ▲
Discharges	8	6	33% ▲
Service Hours	113	37	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	92%
Valid TEDS Data	43%	51%
On-Time Periodic		
6 Month Updates	67%	8%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	75%	50%	51%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		11	79%	75%	52%	4%
Abstinence/Reduced Drug Use		7	50%	55%	30%	-5%
Improved/Maintained Function Score		8	73%	75%	44%	-2%
Stable Living Situation		10	71%	95%	53%	-24% ▼
Employed		2	14%	50%	27%	-36% ▼
Self Help		3	21%	60%	16%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	67%	90%	51%	-23% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	67%	75%	64%	-8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													42%
Services													67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	174	6%
Admits	207	213	-3%
Discharges	202	211	-4%
Service Hours	257	170	51% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		184	97%	90%	75%	7%
✓ Community Location Evaluation		176	93%	80%	77%	13% ▲
✓ Follow-up Service within 48 hours		56	98%	90%	89%	8%

Data Submitted to DMHAS for Month

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

▲ > 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	205	220	-7%
Admits	152	138	10%
Discharges	125	166	-25% ▼
Service Hours	1,988	1,889	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	92%
Valid TEDS Data	94%	51%
On-Time Periodic		
6 Month Updates	24%	8%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		73	58%	50%	51%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		164	73%	55%	30%	18% ▲
Not Arrested		202	90%	75%	52%	15% ▲
Employed		125	56%	50%	27%	6%
Stable Living Situation		194	86%	95%	53%	-9%
Self Help		97	43%	60%	16%	-17% ▼
Improved/Maintained Function Score		102	58%	75%	44%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		95	95%	90%	51%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		128	91%	75%	64%	16% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	1,725	1,677	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	91%
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		0	0%	75%	63%	-75% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	68%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		4	67%	75%	53%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,857 days	0.3	95%	90%	87%	5%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													17%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7% ▲
Admits	5	-	
Discharges	2	3	-33% ▼
Service Hours	87	67	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	86%	3%

Service Utilization

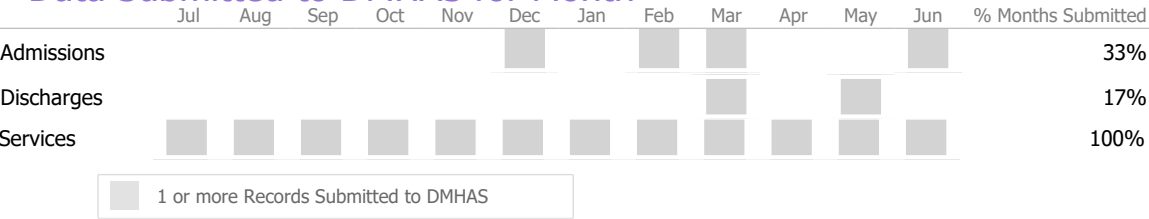
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	96%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,064	1,029	3%
Admits	1,345	1,319	2%
Discharges	1,343	1,323	2%
Bed Days	5,906	5,553	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	90%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		967	72%	80%	77%	-8%
No Re-admit within 30 Days of Discharge		1,110	83%	85%	79%	-2%
Follow-up within 30 Days of Discharge		685	71%	90%	59%	-19%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	4 days	0.0	85%	90%	82%	-5%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	714	764	-7%
Admits	750	826	-9%
Discharges	763	821	-7%
Bed Days	13,341	13,532	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	86%
Valid TEDS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		576	75%	80%	75%	-5%
No Re-admit within 30 Days of Discharge		658	86%	85%	86%	1%
Follow-up within 30 Days of Discharge		343	60%	90%	61%	-30%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		555	70%	70%	66%	0%
Improved/Maintained Function Score		574	75%	75%	75%	0%
Self Help		330	42%	60%	67%	-18%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		34	19 days	0.0	108%	90%	90%	18%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	31	-10%
Admits	2	-	
Discharges	4	5	-20% ▼
Service Hours	252	219	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	100%	85%	86%	15% ▲

Service Utilization

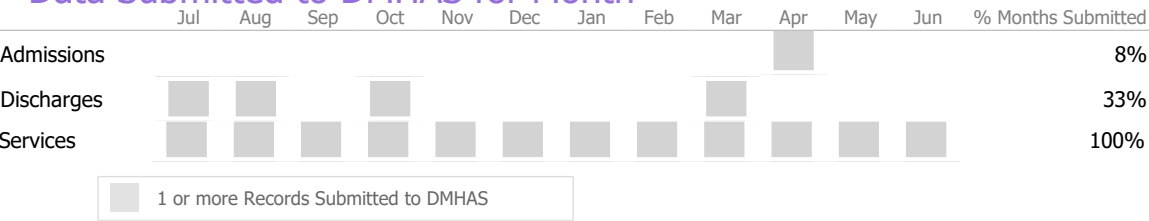
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%

Data Submitted to DMHAS for Month



▲ > 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	153	160	-4%
Admits	143	147	-3%
Discharges	131	155	-15% ▼
Bed Days	8,267	9,008	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	84%
Valid TEDS Data	97%	96%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

✓ Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			110	84%	70%	76%	14% ▲
✓ No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			115	88%	85%	92%	3%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			75	68%	90%	58%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		116	74%	70%	81%	4%
● Improved/Maintained Function Score		98	75%	95%	92%	-20% ▼

Bed Utilization

12 Months Trend		Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		24	65 days	0.1	94%	90%	73%	4%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 18 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	80	4%
Admits	53	45	18% ▲
Discharges	49	46	7%
Service Hours	645	511	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	92%
Valid TEDS Data	83%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	9%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	43%	50%	51%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		52	60%	55%	30%	5%
Not Arrested		65	75%	75%	52%	0%
Employed		34	39%	50%	27%	-11% ▼
Improved/Maintained Function Score		35	49%	75%	44%	-26% ▼
Stable Living Situation		54	62%	95%	53%	-33% ▼
Self Help		14	16%	60%	16%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	95%	90%	51%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	80%	75%	64%	5%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	28	-7%
Admits	16	15	7%
Discharges	12	18	-33% ▼
Service Hours	382	537	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	89%
On-Time Periodic		
6 Month Updates	44%	92%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	67%	60%	54%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	79%	60%	91%	19% ▲
✓ Social Support		21	75%	60%	83%	15% ▲
✓ Employed		10	36%	30%	26%	6%
● Improved/Maintained Function Score		12	57%	75%	52%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	81%	90%	99%	-9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													75%
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 Intensive Community Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	5	-	
Discharges	4	-	
Bed Days	150	-	

Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	14%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	91%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		2	50%	90%	57%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	39 days	0.2	83%	90%	59%	-7%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													25%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 13 Active Respite Bed Programs