

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,388	2,202	8%
	Admits	1,818	1,839	-1%
	Discharges	1,754	1,702	3%
	Service Hours	23,457	21,798	8%
	Bed Days	19,360	20,479	-5%

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

### Consumer Satisfaction Survey

(Based on 627 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Access		89%	80%	88%
● Outcome		76%	80%	83%

■ 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	1,027	34.5%
	Community Support	327	11.0%
	Crisis Services	122	4.1%
	Social Rehabilitation	121	4.1%
	Case Management	39	1.3%
	Residential Services	25	0.8%
	ICS	14	0.5%
	<b>Addiction</b>	Residential Services	761
Outpatient		282	9.5%
Case Management		98	3.3%
<b>Forensic MH</b>	Forensics Community-based	150	5.0%
	Residential Services	8	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	121	5%	8%
26-34	423	18%	18%
35-44	617	26%	25%
45-54	461	19%	19%
55-64	484	20%	19%
65+	290	12%	12%

Gender	#	%	State Avg
Male	1,456	61%	59%
Female	937	39%	40%
Transgender/Other	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,760	73%	64%
Hispanic-Other	558	23%	▲ 12%
Unknown	65	3%	13%
Hisp-Puerto Rican	13	1%	10%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	1,517	63%	59%
Other	482	20%	12%
Black/African American	315	13%	18%
Unknown	54	2%	8%
Asian	20	1%	1%
Am. Indian/Native Alaskan	5	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races	1	0%	1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	56	5%
Admits	7	13	-46% ▼
Discharges	3	4	-25% ▼
Service Hours	412	325	27% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
Valid Primary Drug Data	95%	47%
Periodic Submitted	Actual	State Avg
6 Month Updates	63%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	58%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		51	86%	75%	42%	11% ▲
Social Support		39	66%	N/A	32%	N/A
● Abstinence/Reduced Drug Use		31	53%	55%	22%	-2%
● Stable Living Situation		48	81%	95%	42%	-14% ▼
● Self Help		16	27%	60%	14%	-33% ▼
● Employed		8	14%	50%	23%	-36% ▼
● Improved/Maintained Function Score		21	40%	75%	28%	-35% ▼

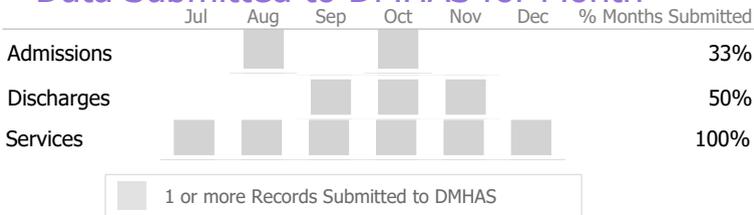
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		49	88%	90%	39%	-2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	14%	75%	63%	-61% ▼

### Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 100 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	844	727	16% ▲
Admits	217	223	-3%
Discharges	166	171	-3%
Service Hours	6,212	5,788	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	56%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	30%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		50	31%	50%	49%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		384	44%	60%	57%	-16% ▼
● Employed		124	14%	30%	31%	-16% ▼
● Stable Living Situation		473	54%	95%	72%	-41% ▼
● Improved/Maintained Function Score		239	34%	75%	38%	-41% ▼
● Self Help		41	5%	N/A	22%	N/A

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		591	84%	90%	82%	-6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		151	71%	75%	75%	-4%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	173	163	6%
Admits	14	13	8%
Discharges	9	16	-44% ▼
Service Hours	852	657	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	89%
Periodic Submitted		
6 Month Updates	71%	51%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	29%	50%	49%	-21% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		139	80%	60%	57%	20% ▲
Self Help		96	55%	N/A	22%	N/A
● Stable Living Situation		155	90%	95%	72%	-5%
● Employed		24	14%	30%	31%	-16% ▼
● Improved/Maintained Function Score		66	41%	75%	38%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		160	98%	90%	82%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	57%	75%	75%	-18% ▼

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	8	8	0%
Admits	4	2	100% ▲
Discharges	7	3	133% ▲
Bed Days	507	994	-49% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	80%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	57%	75%	57%	-18% ▼
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	100%	15% ▲
✓ 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		5	71%	75%	71%	-4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	501 days	0.5	46%	90%	31%	-44% ▼

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■	■	■		50%
Discharges		■		■	■	■	67%

■ 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

# 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 2025 - December 2025

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	149	82	82% ▲
Admits	102	56	82% ▲
Discharges	89	47	89% ▲
Service Hours	104	65	59% ▲

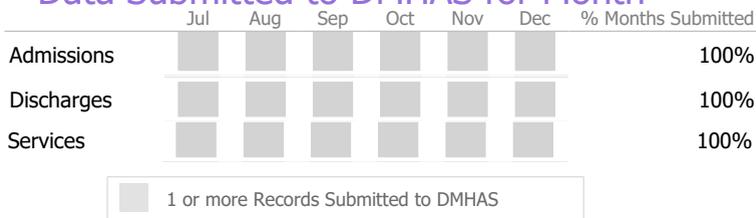
## Service Utilization



## 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

# Crisis/Respite Program

Rushford Center

Mental Health - Crisis Services - Respite Bed

Reporting Period: July 2025 - December 2025

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	35	29% ▲
Admits	46	33	39% ▲
Discharges	48	34	41% ▲
Bed Days	1,143	1,231	-7%

## Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		43	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		31	86%	90%	54%	-4%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	48 days	0.2	62%	90%	60%	-28% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	327	324	1%
Admits	55	65	-15% ▼
Discharges	63	44	43% ▲
Service Hours	5,822	5,323	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	78%	90%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		27	44%	65%	58%	-21% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		243	74%	60%	82%	14% ▲
✓ Stable Living Situation		273	83%	80%	90%	3%
Self Help		186	57%	N/A	44%	N/A
● Employed		49	15%	20%	20%	-5%
● Improved/Maintained Function Score		125	45%	65%	59%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		248	94%	90%	98%	4%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 32 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	96	25% ▲
Admits	48	38	26% ▲
Discharges	50	22	127% ▲
Service Hours	7,303	6,723	9%
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS for Month



 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	132	138	-4%
Admits	15	28	-46% ▼
Discharges	12	34	-65% ▼
Service Hours	1,046	1,056	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	32%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	98%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	64%	50%	49%	14% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		86	64%	60%	57%	4%
● Employed		13	10%	30%	31%	-20% ▼
● Stable Living Situation		91	68%	95%	72%	-27% ▼
● Improved/Maintained Function Score		49	40%	75%	38%	-35% ▼
Self Help		5	4%	N/A	22%	N/A

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		94	77%	90%	82%	-13% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	57%	75%	75%	-18% ▼

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■		■	83%
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 76 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	3,680	3,294	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Periodic Submitted	Actual	State Avg
6 Month Updates	80%	92%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	100%	60%	85%	40% ▲
Self Help		13	65%	N/A	60%	N/A
✓ Stable Living Situation		20	100%	95%	95%	5%
✓ Employed		5	25%	25%	14%	0%
● Improved/Maintained Function Score		15	75%	95%	60%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	2,526 days	0.5	95%	90%	90%	5%



### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 65 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	45	118% ▲
Admits	31	18	72% ▲
Discharges	59	19	211% ▲
Service Hours	101	55	85% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	44%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	39%	50%	55%	-11% ▼

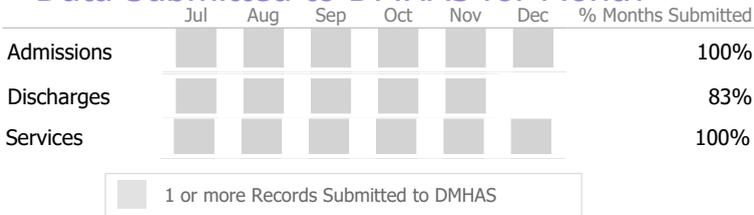
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		71	72%	N/A	76%	N/A
Employed		15	15%	20%	31%	-5%
Stable Living Situation		66	67%	80%	70%	-13% ▼
Self Help		23	23%	60%	50%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	90%	90%	85%	0%

### Data Submitted to DMHAS for Month



▲ > 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	9	6	50% ▲
Admits	4	5	-20% ▼
Discharges	4	1	300% ▲
Service Hours	90	17	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	91%
Valid Primary Drug Data	25%	47%
Periodic Submitted		
6 Month Updates	0%	7%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	58%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		6	60%	60%	14%	0%
Social Support		5	50%	N/A	32%	N/A
● Not Arrested		7	70%	75%	42%	-5%
● Abstinence/Reduced Drug Use		3	30%	55%	22%	-25% ▼
● Employed		1	10%	50%	23%	-40% ▼
● Stable Living Situation		6	60%	95%	42%	-35% ▼
● Improved/Maintained Function Score		3	38%	75%	28%	-37% ▼

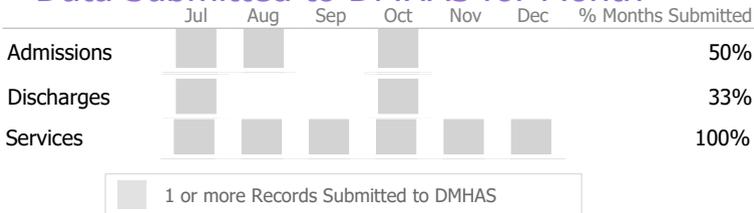
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	39%	-7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	63%	25% ▲

### Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 100 Active Standard Outpatient Programs

# 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 2025 - December 2025

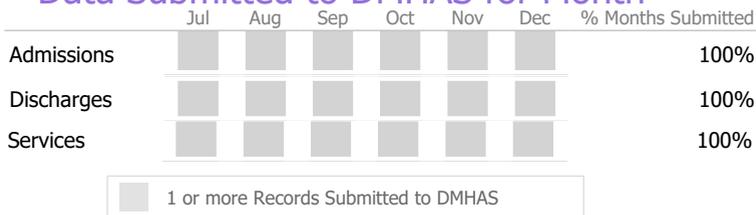
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	101	-23% ▼
Admits	87	109	-20% ▼
Discharges	82	97	-15% ▼
Service Hours	105	149	-29% ▼

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		59	91%	90%	72%	1%
✓ Community Location Evaluation		58	89%	80%	73%	9%
✓ Follow-up Service within 48 hours		22	105%	90%	90%	15% ▲

## Data Submitted to DMHAS for Month



▲ > 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	156	136	15% ▲
Admits	60	73	-18% ▼
Discharges	53	63	-16% ▼
Service Hours	911	964	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid Primary Drug Data	95%	47%
<b>Periodic Submitted</b>		
6 Month Updates	0%	7%
<b>Diagnosis</b>		
Valid MH/SU Diagnosis	99%	99%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		42	79%	50%	58%	29% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		131	82%	N/A	32%	N/A
✓ Not Arrested		139	87%	75%	42%	12% ▲
✓ Abstinence/Reduced Drug Use		104	65%	55%	22%	10%
✓ Employed		90	57%	50%	23%	7%
● Stable Living Situation		137	86%	95%	42%	-9%
● Self Help		77	48%	60%	14%	-12% ▼
● Improved/Maintained Function Score		44	39%	75%	28%	-36% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		81	76%	90%	39%	-14% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		53	88%	75%	63%	13% ▲

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 100 Active Standard Outpatient Programs

### Program Activity

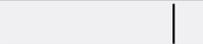
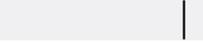
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	2	-	
Discharges	1	-	
Bed Days	777	920	-16% ▼

### Data Submission Quality

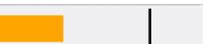
Data Entry	Actual	State Avg
Valid NOMS Data	 33%	93%
Periodic Submitted		
6 Month Updates	 33%	87%
Diagnosis		
Valid MH/SU Diagnosis	 100%	98%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Treatment Completed Successfully		0	0%	75%	56%	-75% ▼
 No Re-admit within 30 Days of Discharge		0	0%	85%	74%	-85% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	60%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Improved/Maintained Function Score		2	50%	75%	54%	-25% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
 Avg Utilization Rate		5	1,921 days	0.6	84%	90%	84%	-6%		



### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							17%



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 64 Active MH Intensive Res. Rehabilitation Programs

# 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 2025 - December 2025

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	33	34	-3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	86%	8%

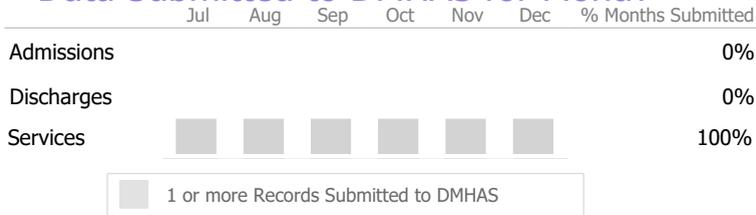
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	95%	3%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

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

# Residential Detox Services

Rushford Center

Addiction - Residential Services - Medically Monitored Detox 3.7D

Reporting Period: July 2025 - December 2025

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	588	582	1%
Admits	666	668	0%
Discharges	664	666	0%
Bed Days	2,679	2,918	-8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	87%
Valid Primary Drug Data	99%	92%
<b>Periodic Submitted</b>		
6 Month Updates	N/A	N/A
<b>Diagnosis</b>		
Valid MH/SU Diagnosis	100%	85%

## Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		443	67%	80%	80%	-13% ▼
No Re-admit within 30 Days of Discharge		544	82%	85%	80%	-3%
Follow-up within 30 Days of Discharge		312	70%	90%	58%	-20% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	4 days	0.0	77%	90%	78%	-13% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

Legend: 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: 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	350	403	-13% ▼
Admits	353	387	-9%
Discharges	342	393	-13% ▼
Bed Days	6,104	6,908	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	84%
Valid Primary Drug Data	100%	98%
<hr/>		
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	0%
<hr/>		
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		263	77%	80%	77%	-3%
✓ No Re-admit within 30 Days of Discharge		290	85%	85%	86%	0%
● Follow-up within 30 Days of Discharge		153	58%	90%	62%	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		264	69%	N/A	78%	N/A
● Abstinence/Reduced Drug Use		258	68%	70%	63%	-2%
✓ Improved/Maintained Function Score		256	75%	75%	83%	0%
● Self Help		123	32%	60%	57%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	19 days	0.1	98%	90%	88%	8%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	24	26	-8%
Admits	-	-	
Discharges	2	3	-33% ▼
Service Hours	89	142	-37% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	100%	85%	86%	15% ▲

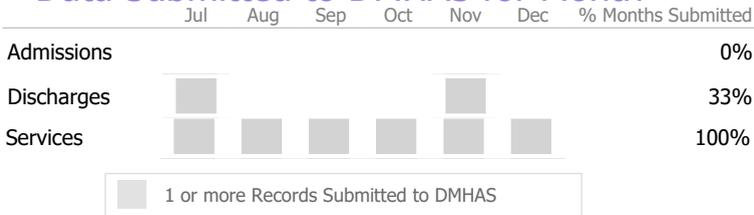
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%

### Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	77	34% ▲
Admits	78	65	20% ▲
Discharges	79	55	44% ▲
Bed Days	4,326	4,214	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	87%
Valid Primary Drug Data	97%	98%
<b>Periodic Submitted</b>		
6 Month Updates	N/A	14%
<b>Diagnosis</b>		
Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		65	82%	70%	78%	12% ▲
✓ No Re-admit within 30 Days of Discharge		74	94%	85%	91%	9%
● Follow-up within 30 Days of Discharge		45	69%	90%	57%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		80	78%	70%	78%	8%
● Improved/Maintained Function Score		61	77%	95%	87%	-18% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		24	60 days	0.2	98%	90%	78%	8%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	65	-9%
Admits	22	32	-31% ▼
Discharges	14	22	-36% ▼
Service Hours	255	324	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	91%
Valid Primary Drug Data	76%	47%
<b>Periodic Submitted</b>		
6 Month Updates	7%	7%
<b>Diagnosis</b>		
Valid MH/SU Diagnosis	100%	99%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	50%	58%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		39	65%	N/A	32%	N/A
✓ Abstinence/Reduced Drug Use		33	55%	55%	22%	0%
● Employed		26	43%	50%	23%	-7%
● Not Arrested		36	60%	75%	42%	-15% ▼
● Stable Living Situation		36	60%	95%	42%	-35% ▼
● Self Help		13	22%	60%	14%	-38% ▼
● Improved/Maintained Function Score		14	33%	75%	28%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		32	70%	90%	39%	-20% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		14	64%	75%	63%	-11% ▼

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 100 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	5	8	-38% ▼
Discharges	5	7	-29% ▼
Service Hours	120	177	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	88%
Periodic Submitted		
6 Month Updates	60%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes

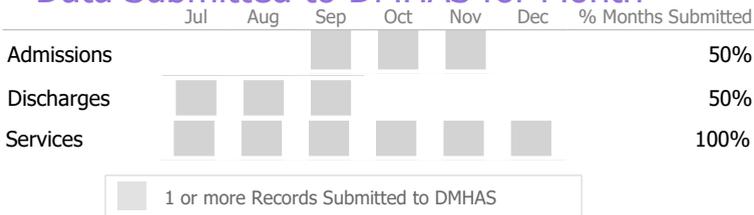
(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	20%	60%	53%	-40% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	80%	60%	92%	20% ▲
✓ Social Support		10	67%	60%	85%	7%
✓ Employed		5	33%	30%	36%	3%
● Improved/Maintained Function Score		4	40%	75%	52%	-35% ▼
Self Help		0	0%	N/A	72%	N/A

### Service Utilization

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

### Data Submitted to DMHAS for Month



▲ > 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	3		
Admits	2	-	
Discharges	2	-	
Bed Days	144	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid MH/SU Diagnosis	100%	15%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	54%	-90% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	64 days	0.3	78%	90%	60%	-12% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 13 Active Respite Bed Programs