Rushford Center
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,133	3,198	-2%	
	Admits	3,146	3,457	-9%	
	Discharges	2,993	3,381	-11%	▼
	Service Hours	29,558	30,321	-3%	
	Bed Days	33,197	32,361	3%	
	S.Rehab/PHP/IOP	2,715	3,040	-11%	▼

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

Consumer Satisfaction Survey   (Based on 687 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Overall		92%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Respect		89%	80%	91%
✓	General Satisfaction		87%	80%	92%
✓	Access		85%	80%	88%
●	Outcome		78%	80%	83%
●	Recovery		77%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,213	28.2%
	Community Support	465	10.8%
	Employment Services	185	4.3%
	Crisis Services	147	3.4%
	Social Rehabilitation	139	3.2%
	Case Management	59	1.4%
	Residential Services	28	0.7%
	ACT	11	0.3%
Addiction			
	Residential Services	1,188	27.6%
	Outpatient	512	11.9%
	Case Management	275	6.4%
Forensic MH			
	Forensics Community-based	73	1.7%
	Residential Services	8	0.2%

Client Demographics

Age

	#	%	State Avg
18-25	276	9%	11%
26-34	749	24%	23%
35-44	653	21%	22%
45-54	684	22%	20%
55-64	597	19%	18%
65+	172	5%	6%

Gender

	#	%	State Avg
Male	1,939	62%	60%
Female	1,192	38%	40%
Transgender			0%

Race

	#	%		State Avg
White/Caucasian	2,394	76%	▲	62%
Black/African American	333	11%		17%
Unknown	244	8%		5%
Other	125	4%		13%
Asian	22	1%		1%
Am. Indian/Native Alaskan	14	0%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	2,187	70%	70%
Hisp-Puerto Rican	385	12%	12%
Unknown	305	10%	10%
Hispanic-Other	244	8%	8%
Hispanic-Mexican	12	0%	1%
Hispanic-Cuban			0%

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

ABI SA Counselor Outpatient Program
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	45	2%	
Admits	3	24	-88%	▼
Discharges	6	6	0%	
Service Hours	143	201	-29%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	91%
✓ Valid TEDS Data		99%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		53%	20%

Co-occurring		Actual	State Avg
MH Screen Complete		67%	88%
SA Screen Complete		67%	98%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	67%	50%	52%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		36	78%	55%	51%	23%	▲
✓	Not Arrested		45	98%	75%	82%	23%	▲
●	Stable Living Situation		42	91%	95%	82%	-4%	
●	Self Help		22	48%	60%	26%	-12%	▼
●	Improved/Maintained Axis V GAF Score		28	64%	75%	58%	-11%	▼
●	Employed		3	7%	50%	43%	-43%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		26	65%	90%	66%	-25%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		1	33%	75%	70%	-42%	▼

Data Submitted to DMHAS by Month
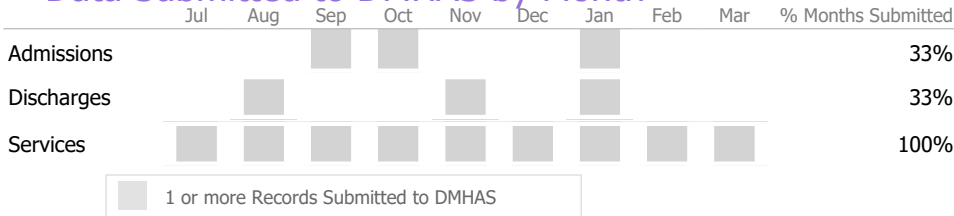
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪	▪						33%
Discharges		▪			▪		▪			33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Legend: ▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

ACCESS Program 303-230
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	920	866	6%	
Admits	347	348	0%	
Discharges	246	327	-25%	▼
Service Hours	10,409	11,070	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		92%	85%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		49%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		69%	59%
✓ SA Screen Complete		70%	59%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		90%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		123	50%	50%	40%	0%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		767	78%	60%	64%	18%	▲
●	Stable Living Situation		840	86%	95%	81%	-9%	
●	Employed		201	20%	30%	25%	-10%	
●	Improved/Maintained Axis V GAF Score		449	57%	75%	52%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		577	78%	90%	85%	-12%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		217	68%	75%	76%	-7%

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 89 Active Standard Outpatient Programs

BHH ADULT NAE
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	145	6%	
Admits	37	80	-54%	▼
Discharges	56	57	-2%	
Service Hours	969	918	6%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	85%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		66%	58%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		91%	59%
✓ SA Screen Complete		91%	59%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		98%	97%
✓ Valid Axis V GAF Score		97%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		54	96%	50%	40%	46%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		132	85%	60%	64%	25%	▲
✓ Improved/Maintained Axis V GAF Score		112	79%	75%	52%	4%	
● Employed		34	22%	30%	25%	-8%	
● Stable Living Situation		132	85%	95%	81%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	95%	90%	85%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		21	58%	75%	76%	-17%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

BHH CHILDREN Program
Rushford Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
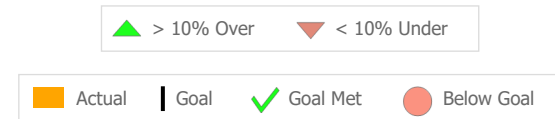
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 46 Active Outreach & Engagement Programs

Camp Street MH Intensive Forensic Residential Prog
Rushford Center
Forensic MH - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	5	3	67%	▲
Discharges	2	3	-33%	▼
Bed Days	887	961	-8%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	75%	100%	25%	▲
●	No Re-admit within 30 Days of Discharge		1	50%	85%	50%	-35%	▼
●	Follow-up within 30 Days of Discharge		1	50%	90%	50%	-40%	▼

Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	0%	0%

	Co-occurring	Actual	State Avg
✓	MH Screen Complete	0%	0%
✓	SA Screen Complete	17%	17%

	Diagnosis	Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	100%	100%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Axis V GAF Score		1	25%	75%	25%	-50%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		6	294 days	0.5	54%	90%	54%	-36%	▼

Legend: ▢ < 90% ▢ 90-110% ▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢				▢		▢	33%
Discharges		▢				▢				22%

▢ 1 or more Records Submitted to DMHAS
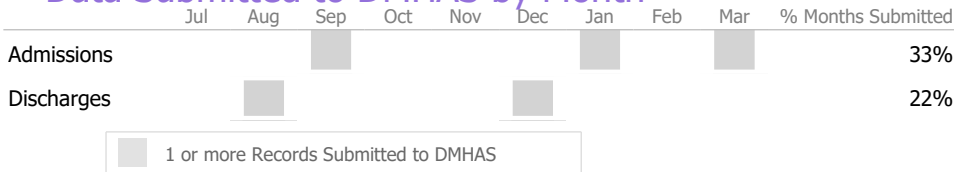
Legend: ▲ > 10% Over ▼ < 10% Under

| ▢ Actual | | Goal | ✓ Goal Met | ● Below Goal |

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

Career Development Svs 303-270
Rushford Center
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	171	8%
Admits	112	105	7%
Discharges	118	110	7%
Service Hours	435	698	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		54	27%	35%	43%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		47	57%	90%	96%	-33% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		81%	83%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		72%	96%

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
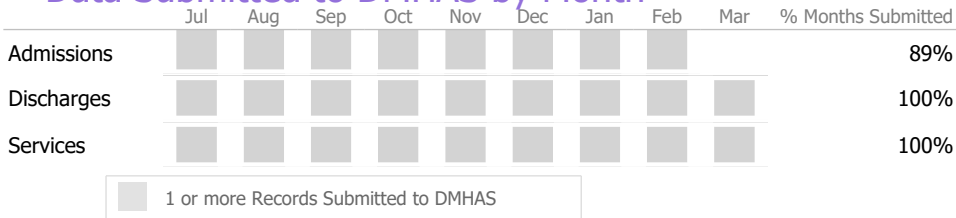
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Employment Services Programs

Court Diversion Program303-295
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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	60	22%	▲
Admits	54	39	38%	▲
Discharges	59	40	48%	▲
Service Hours	55	195	-72%	▼

Service Utilization
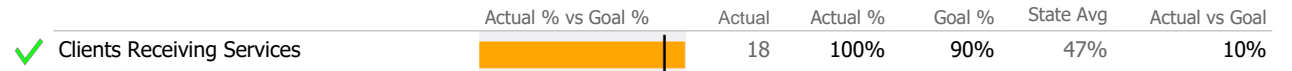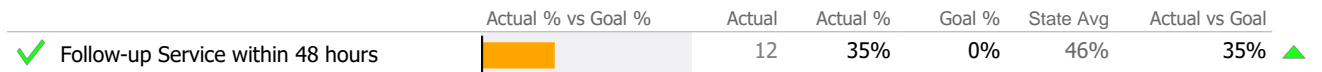
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	47%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		12	35%	0%	46%	35% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										89%

☐ 1 or more Records Submitted to DMHAS
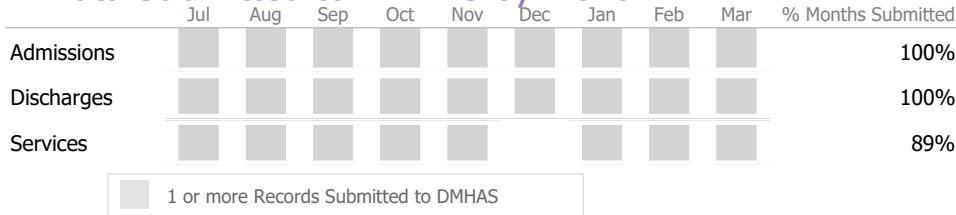
▲ > 10% Over	▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Crisis/Respite Program 303-200
Rushford Center
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	62	0%
Admits	67	70	-4%
Discharges	71	72	-1%
Bed Days	1,452	1,681	-14% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		66	93%	85%	88%	8%
🔴	Follow-up within 30 Days of Discharge		35	73%	90%	81%	-17% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		10	31 days	0.1	53%	90%	73%	-37% ▼

☐ < 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
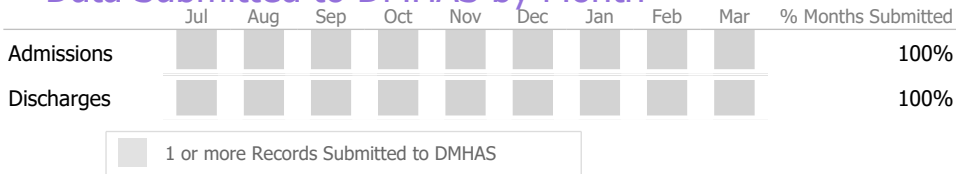
▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

Friendship Club 303-280
Rushford Center
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	139	152	-9%	
Admits	49	72	-32%	▼
Discharges	50	68	-26%	▼
Social Rehab/PHP/IOP Days	2,715	3,040	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		79	85%	90%	73%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢		89%
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 Social Rehabilitation Programs
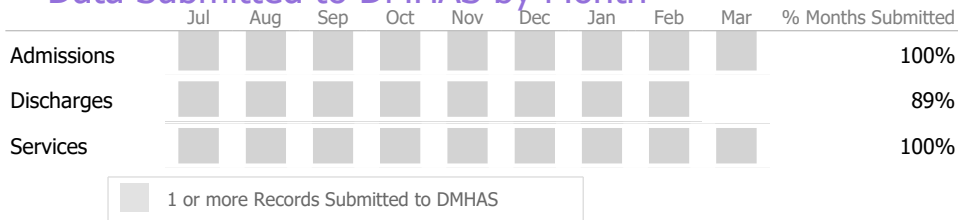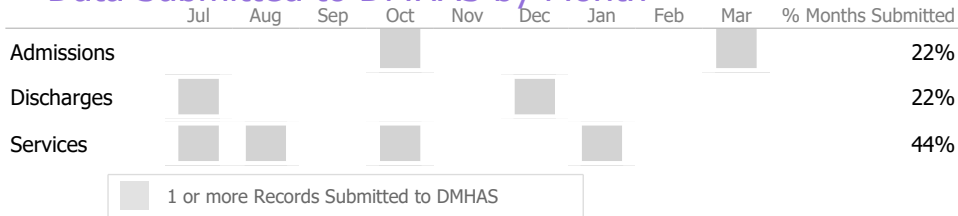
Homeless Case Management303-294
Rushford Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	20	-55%	▼
Admits	3	15	-80%	▼
Discharges	2	15	-87%	▼
Service Hours	-	53	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days	▬▬	1	33%	50%	93%	-17%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▢					▢	22%
Discharges	▢					▢				22%
Services	▢	▢		▢			▢			44%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Latino Clinical Prog.OP303-211
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	204	189	8%	
Admits	59	47	26%	▲
Discharges	36	57	-37%	▼
Service Hours	2,555	2,750	-7%	

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		95%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		59%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		82%	59%
✓ SA Screen Complete		81%	59%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		96%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		20	56%	50%	40%	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		160	76%	60%	64%	16%	▲
🔴 Stable Living Situation		176	84%	95%	81%	-11%	▼
🔴 Employed		20	10%	30%	25%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		92	49%	75%	52%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		144	83%	90%	85%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		46	79%	75%	76%	4%

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 89 Active Standard Outpatient Programs

Meriden Independent Lvg303-265
Rushford Center
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	23	-4%	
Admits	3	5	-40%	▼
Discharges	3	4	-25%	▼
Bed Days	5,268	5,196	1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	67%	60%	71%	7%	
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	82%	-40%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		22	100%	60%	85%	40%	▲
✓	Employed		7	32%	25%	10%	7%	
✓	Stable Living Situation		21	95%	95%	92%	0%	
🔴	Improved/Maintained Axis V GAF Score		12	63%	95%	63%	-32%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	51%

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		63%	88%

	Co-occurring		Actual	State Avg
	MH Screen Complete		50%	56%
	SA Screen Complete		50%	56%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%
✓	Valid Axis V GAF Score		100%	94%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	1,518 days	0.4	91%	90%	96%	1%

⬜ < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				⬜	⬜			⬜		33%
Discharges				⬜				⬜		22%

⬜ 1 or more Records Submitted to DMHAS
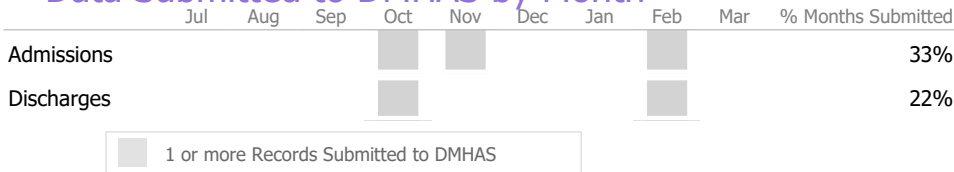
▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

MISA Outpatient 925200
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	1	3	-67%	▼
Discharges	1	4	-75%	▼
Service Hours	178	216	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	91%
✔	Valid TEDS Data	100%	90%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	50%	20%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	88%
✔	SA Screen Complete	100%	98%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	98%

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	
✔	Abstinence/Reduced Drug Use		5	83%	55%	51%	28%	▲
✔	Not Arrested		6	100%	75%	82%	25%	▲
✔	Improved/Maintained Axis V GAF Score		5	100%	75%	58%	25%	▲
✔	Self Help		4	67%	60%	26%	7%	
✔	Stable Living Situation		6	100%	95%	82%	5%	
🔴	Employed		0	0%	50%	43%	-50%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		4	80%	90%	66%	-10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		1	100%	75%	70%	25%	▲

Data Submitted to DMHAS by Month
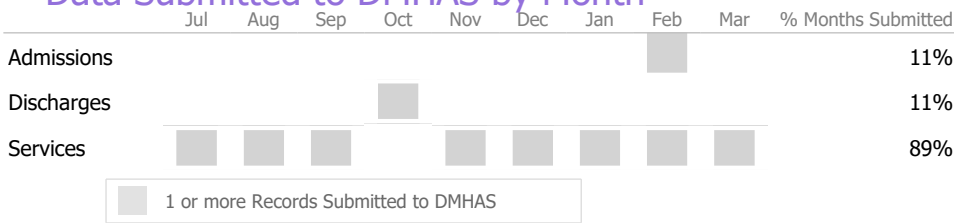
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								▢		11%
Discharges				▢						11%
Services	▢	▢	▢		▢	▢	▢	▢	▢	89%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

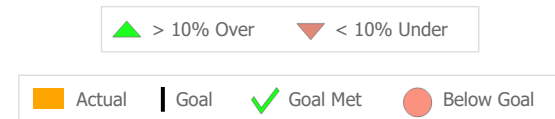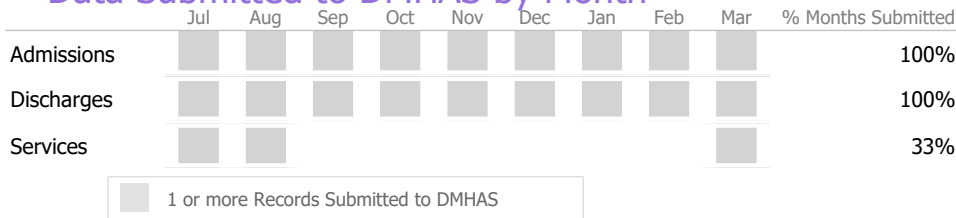* State Avg based on 115 Active Standard Outpatient Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	83	11%	▲
Admits	111	93	19%	▲
Discharges	111	92	21%	▲
Service Hours	1	3	-57%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		114	97%	75%	75%	22%	▲
🔴	Community Location Evaluation		62	53%	80%	92%	-27%	▼
🔴	Follow-up Service within 48 hours		3	23%	90%	91%	-67%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■							■	33%

■ 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

Outpatient 925202
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	264	305	-13%	▼
Admits	176	237	-26%	▼
Discharges	147	217	-32%	▼
Service Hours	1,497	2,062	-27%	▼

Data Submission Quality

Data Entry	Actual % vs	Actual	State Avg
✓ Valid NOMS Data		94%	91%
✓ Valid TEDS Data		95%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		10%	20%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		89%	88%
SA Screen Complete		89%	98%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		93%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		93	63%	50%	52%	13%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		229	84%	75%	82%	9%	
✓	Employed		157	58%	50%	43%	8%	
✓	Abstinence/Reduced Drug Use		152	56%	55%	51%	1%	
●	Stable Living Situation		231	85%	95%	82%	-10%	
●	Self Help		95	35%	60%	26%	-25%	▼
●	Improved/Maintained Axis V GAF Score		133	64%	75%	58%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		78	62%	90%	66%	-28%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		139	82%	75%	70%	7%	

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 115 Active Standard Outpatient Programs

Parker North
Rushford Center
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	6	0%	
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Bed Days	1,447	1,294	12%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	75%	72%	25%	▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	67%	15%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	67%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Improved/Maintained Axis V GAF Score		4	67%	75%	49%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	98%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		60%	77%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	86%
SA Screen Complete		N/A	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	91%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		5	1,236 days	0.3	105%	90%	95%	15%	▲

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%

1 or more Records Submitted to DMHAS
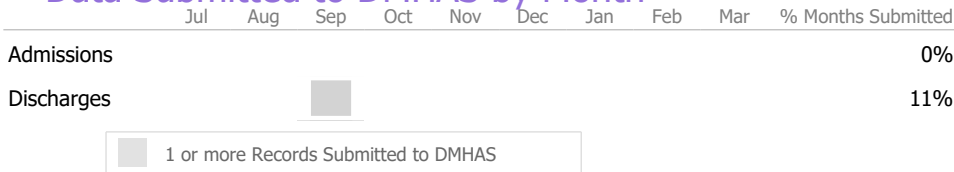
▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Pilots Program 303-551
Rushford Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	-	-		
Discharges	4	1	300%	▲
Service Hours	129	195	-34%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		47%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			▪		▪				▪	33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		20	95%	85%	89%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	94%	90%	96%	4%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Res Intensive (DMHAS) 925601
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 2019 - March 2020 (Data as of Jul 15, 2020)
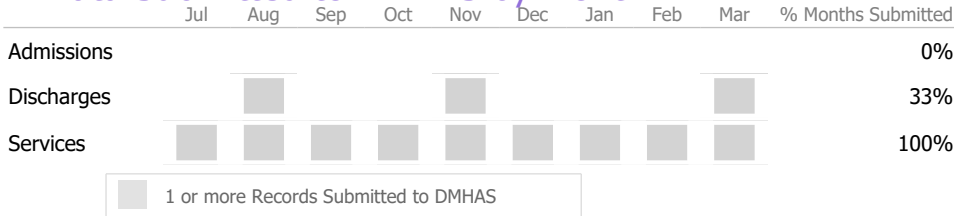
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	494	521	-5%
Admits	493	519	-5%
Discharges	509	525	-3%
Bed Days	8,995	10,078	-11% ▼

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully	414	81%	80%	79%	1%
✓	No Re-admit within 30 Days of Discharge	473	93%	85%	92%	8%
●	Follow-up within 30 Days of Discharge	202	49%	90%	67%	-41% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	85%
✓	Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Co-occurring	Actual	State Avg
MH Screen Complete	90%	99%
SA Screen Complete	89%	99%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
	Valid Axis V GAF Score	98%	99%

Recovery

National Recovery Measures (NOMS)		Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Self Help	398	76%	60%	58%	16% ▲
✓	Abstinence/Reduced Drug Use	437	83%	70%	57%	13% ▲
✓	Improved/Maintained Axis V GAF Score	462	91%	75%	94%	16% ▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		34	20 days	0.1	96%	90%	98%	6%

■ < 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 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

Resid. Med. Monit. Detox925600
Rushford Center
Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	866	955	-9%	
Admits	1,013	1,101	-8%	
Discharges	994	1,101	-10%	
Bed Days	5,269	4,389	20%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		772	78%	80%	71%	-2%	
✔	No Re-admit within 30 Days of Discharge		846	85%	85%	79%	0%	
🔴	Follow-up within 30 Days of Discharge		384	50%	90%	54%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	96%	84%
✔	Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Co-occurring	Actual	State Avg
MH Screen Complete	95%	98%
SA Screen Complete	95%	98%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
	Valid Axis V GAF Score	98%	100%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		19	7 days	0.0	101%	90%	91%	11%	▲

■ < 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
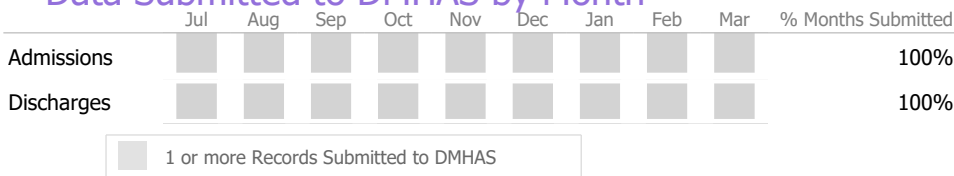
▲ > 10% Over   ▼ < 10% Under

■ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

Rushford Community Support/RP Program
Rushford Center
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	465	457	2%
Admits	133	121	10%
Discharges	113	123	-8%
Service Hours	9,732	9,418	3%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	95%	70%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	55%	85%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	77%	30%
✔	SA Screen Complete	77%	30%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	99%	98%
✔	Valid Axis V GAF Score	96%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		49	43%	65%	63%	-22% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Social Support		390	82%	60%	82%	22% ▲
✔	Stable Living Situation		387	82%	80%	86%	2%
●	Employed		50	11%	20%	13%	-9%
●	Improved/Maintained Axis V GAF Score		210	51%	65%	66%	-14% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		344	95%	90%	99%	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 36 Active CSP Programs

Shelter Plus Care 303-292
Rushford Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	30	0%	
Admits	1	4	-75%	▼
Discharges	1	3	-67%	▼
Service Hours	262	260	1%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		26	87%	85%	89%	2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		26	90%	90%	96%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	90%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	66%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■								11%
Discharges			■							11%
Services	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Stone Haven 925400
Rushford Center
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
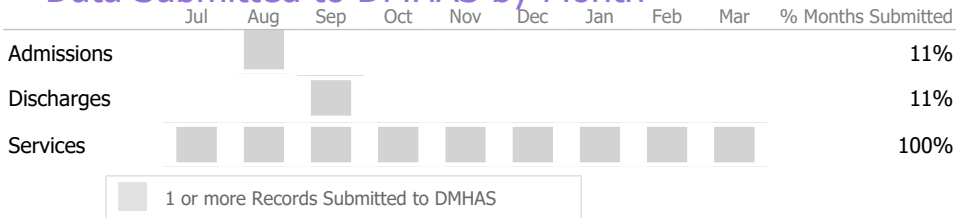
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	100	-4%	
Admits	75	84	-11%	▼
Discharges	57	81	-30%	▼
Bed Days	7,532	6,198	22%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		50	88%	70%	76%	18%	▲
✓	No Re-admit within 30 Days of Discharge		53	93%	85%	92%	8%	
●	Follow-up within 30 Days of Discharge		29	58%	90%	72%	-32%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	83%
✓	Valid TEDS Data	100%	94%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	40%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	88%	85%
✓	SA Screen Complete	90%	85%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	99%	99%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		83	86%	70%	71%	16%	▲
●	Improved/Maintained Axis V GAF Score		54	92%	95%	89%	-3%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		26	105 days	0.2	105%	90%	99%	15%	▲

- ☐ < 90%   ◻ 90-110%   ◼ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	◻	◻	◻	◻	◻	◻	◻	◻	◻	100%
Discharges	◻	◻	◻	◻	◻	◻	◻		◻	89%

☐ 1 or more Records Submitted to DMHAS
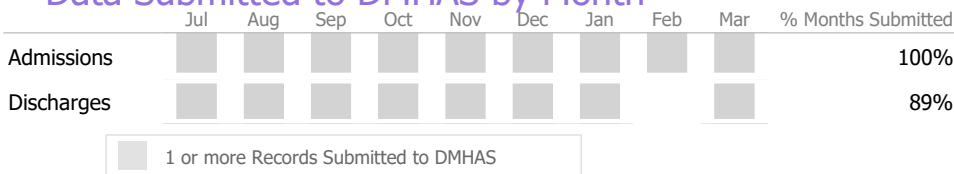
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

SUD CM/ Substance Use Disorder Case Management
Rushford Center
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	275	292	-6%	
Admits	284	321	-12%	▼
Discharges	283	319	-11%	▼
Service Hours	333	210	59%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		282	100%	50%	80%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Self Help		238	80%	60%	73%	20%	▲
✔	Employed		108	36%	20%	33%	16%	▲
✔	Stable Living Situation		262	89%	80%	85%	9%	

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		99%	98%

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		0%	44%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		4	31%	90%	77%	-59%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪		89%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS
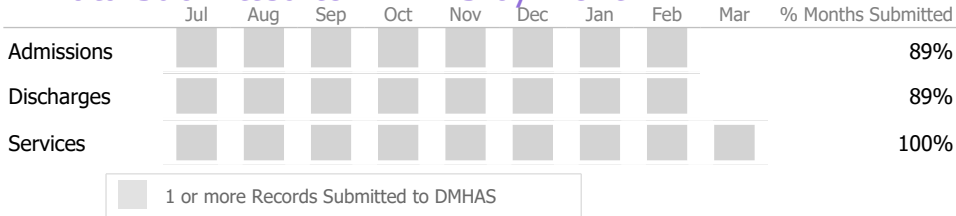
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Turning Point OP 560200
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	201	229	-12%	▼
Admits	118	163	-28%	▼
Discharges	119	152	-22%	▼
Service Hours	1,749	1,678	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	94%	91%
✓	Valid TEDS Data	97%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	74%	20%

Co-occurring	Actual	State Avg
MH Screen Complete	85%	88%
SA Screen Complete	85%	98%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
	Valid Axis V GAF Score	92%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		80	67%	50%	52%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		179	86%	75%	82%	11%	▲
✓	Abstinence/Reduced Drug Use		125	60%	55%	51%	5%	
●	Stable Living Situation		180	87%	95%	82%	-8%	
●	Employed		85	41%	50%	43%	-9%	
●	Self Help		89	43%	60%	26%	-17%	▼
●	Improved/Maintained Axis V GAF Score		74	46%	75%	58%	-29%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		71	80%	90%	66%	-10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		87	76%	75%	70%	1%

Data Submitted to DMHAS by Month
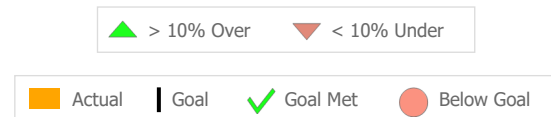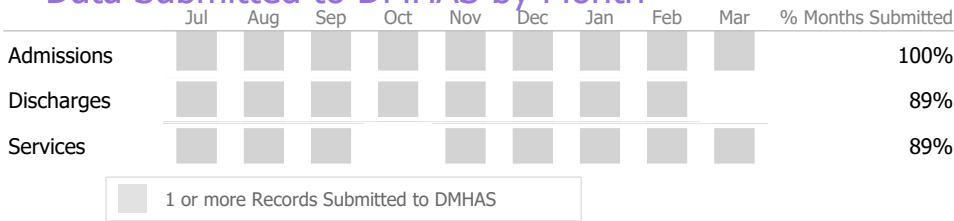
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		89%
Services	▪	▪	▪		▪	▪	▪	▪	▪	89%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

YAS ACT - 269
Rushford Center
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	11	0%	
Admits	2	2	0%	
Discharges	4	3	33%	▲
Bed Days	2,347	2,564	-8%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		1	25%	65%	54%	-40%	▼
No Re-admit within 30 Days of Discharge		3	75%	85%	90%	-10%	
Follow-up within 30 Days of Discharge		1	100%	90%	55%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	64%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		86%	90%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		67%	29%
✓ SA Screen Complete		67%	30%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	89%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	60%	89%	40%	▲
✓ Social Support		9	82%	60%	78%	22%	▲
● Improved/Maintained Axis V GAF Score		9	82%	85%	58%	-3%	
● Employed		0	0%	15%	14%	-15%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	860 days	0.3	85%	90%	85%	-5%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■		■						22%
Discharges		■		■			■			33%

■ 1 or more Records Submitted to DMHAS
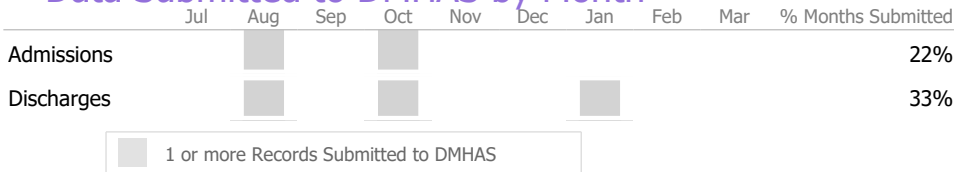
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs