

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,626	2,832	-7%
	Admits	1,693	2,251	-25% ▼
	Discharges	1,839	2,349	-22% ▼
	Service Hours	18,633	17,661	6%
	Bed Days	21,109	26,226	-20% ▼

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

Consumer Satisfaction Survey

(Based on 232 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Access		95%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		87%	80%	83%
✓ Recovery		80%	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	909	29.3%
	Community Support	294	9.5%
	Crisis Services	164	5.3%
	Case Management	79	2.5%
	Social Rehabilitation	74	2.4%
	Employment Services	27	0.9%
	Residential Services	26	0.8%
	ACT	19	0.6%
Addiction	Residential Services	863	27.8%
	Outpatient	474	15.3%
Forensic MH	Forensics Community-based	165	5.3%
	Residential Services	7	0.2%

Client Demographics

Age	#	%	State Avg
18-25	168	6%	10%
26-34	548	21%	20%
35-44	649	25%	24%
45-54	496	19%	18%
55-64	559	21%	19%
65+	206	8%	9%

Gender	#	%	State Avg
Male	1,596	61%	59%
Female	1,028	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,892	72%	68%
Hispanic-Other	513	20%	▲ 9%
Unknown	144	5%	12%
Hisp-Puerto Rican	74	3%	11%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,721	66%	61%
Other	461	18%	13%
Black/African American	292	11%	17%
Unknown	126	5%	7%
Asian	19	1%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

ABI Case Management

Rushford Center

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	35	-14% ▼
Admits	-	-	
Discharges	4	5	-20% ▼
Service Hours	21	62	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	98%	72%
On-Time Periodic		
6 Month Updates	69%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	41%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		28	93%	55%	33%	38% ▲
✓ Self Help		28	93%	60%	16%	33% ▲
✓ Not Arrested		29	97%	75%	62%	22% ▲
✓ Stable Living Situation		29	97%	95%	65%	2%
● Employed		3	10%	50%	32%	-40% ▼
● Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼

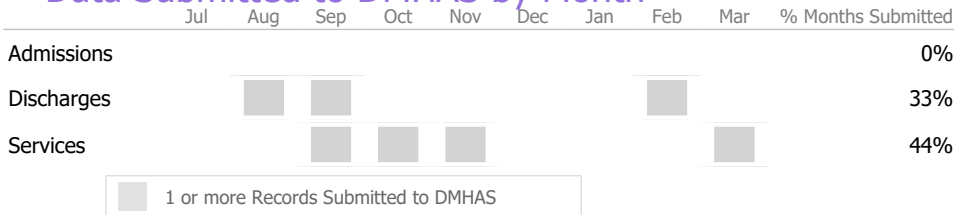
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	15%	90%	61%	-75% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	56%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	639	767	-17% ▼
Admits	164	257	-36% ▼
Discharges	216	297	-27% ▼
Service Hours	6,544	8,719	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	73%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		64	30%	50%	44%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		442	66%	60%	60%	6%
Employed		99	15%	30%	25%	-15% ▼
Stable Living Situation		438	65%	95%	73%	-30% ▼
Improved/Maintained Function Score		73	11%	75%	25%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		403	88%	90%	82%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		107	70%	75%	78%	-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 71 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	191	216	-12% ▼
Admits	6	24	-75% ▼
Discharges	22	29	-24% ▼
Service Hours	1,069	1,357	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	82%	50%	44%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		176	92%	60%	60%	32% ▲
● Stable Living Situation		152	80%	95%	73%	-15% ▼
● Employed		27	14%	30%	25%	-16% ▼
● Improved/Maintained Function Score		44	23%	75%	25%	-52% ▼

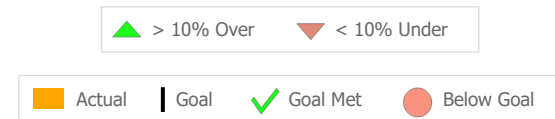
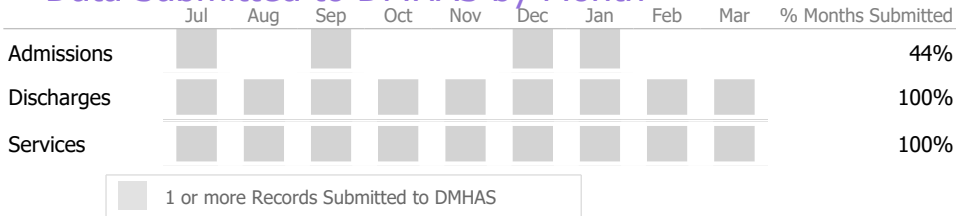
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		164	97%	90%	82%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	50%	75%	78%	-25% ▼

Data Submitted to DMHAS by Month



* State Avg based on 71 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	3	5	-40% ▼
Discharges	3	4	-25% ▼
Bed Days	1,539	1,129	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	33%	33%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	0%	-75% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	67%	-18% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	NaN	N/A

Recovery

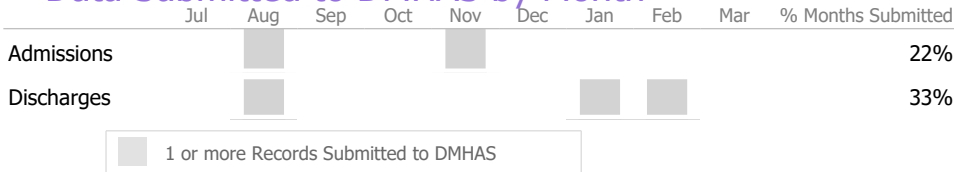
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	0%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	379 days	0.3	94%	90%	73%	4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

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

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

Court Diversion Program

Rushford Center

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

Connecticut Dept of Mental Health and Addiction Services

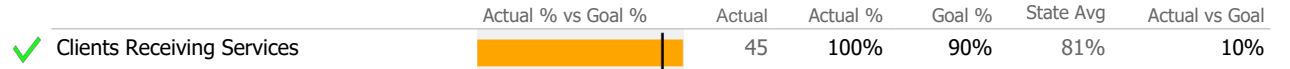
Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

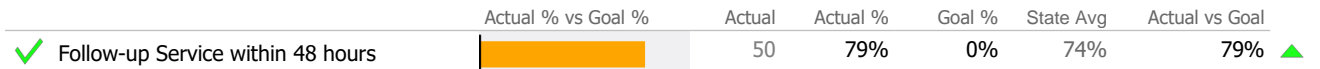
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	165	104	59% ▲
Admits	135	86	57% ▲
Discharges	130	72	81% ▲
Service Hours	359	102	

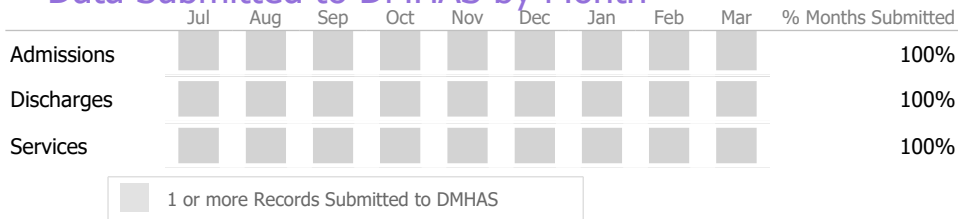
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Crisis/Respite Program

Rushford Center

Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	50	24% ▲
Admits	67	57	18% ▲
Discharges	67	57	18% ▲
Bed Days	1,525	985	55% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		62	94%	85%	88%	9%
● Follow-up within 30 Days of Discharge		32	57%	90%	71%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	36 days	0.1	56%	90%	94%	-34% ▼

■ < 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 11 Active Respite Bed Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	294	355	-17% ▼
Admits	12	29	-59% ▼
Discharges	45	83	-46% ▼
Service Hours	4,241	2,470	72% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	54%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	56%	65%	55%	-9%

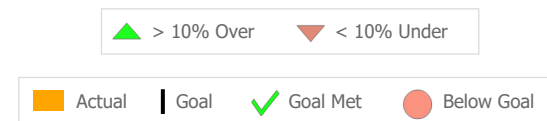
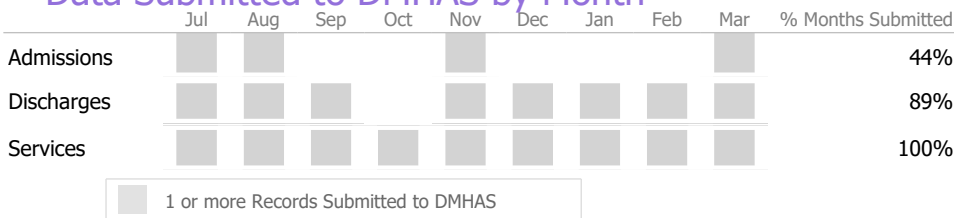
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		216	73%	60%	79%	13% ▲
Employed		28	10%	20%	15%	-10% ▼
Stable Living Situation		138	47%	80%	88%	-33% ▼
Improved/Maintained Function Score		37	13%	65%	30%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		217	87%	90%	98%	-3%

Data Submitted to DMHAS by Month



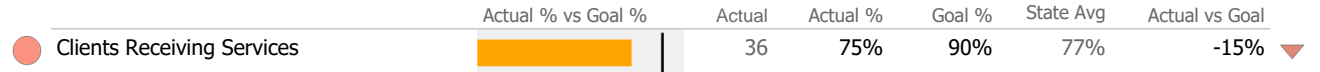
* State Avg based on 36 Active CSP Programs

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

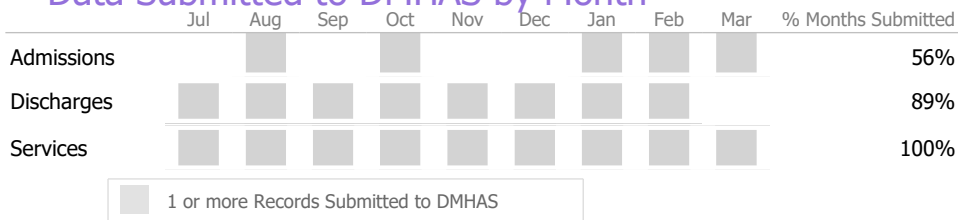
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	102	-27% ▼
Admits	7	20	-65% ▼
Discharges	27	37	-27% ▼
Service Hours	4,020	1,681	139% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

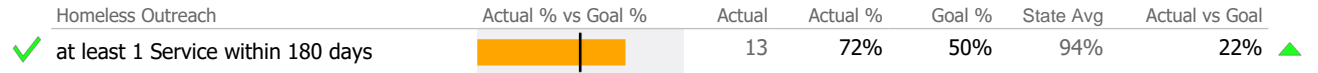
* State Avg based on 33 Active Social Rehabilitation Programs

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

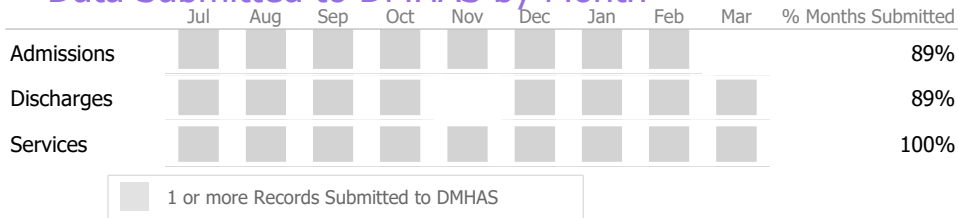
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	30	10%
Admits	18	16	13% ▲
Discharges	20	15	33% ▲
Service Hours	33	24	39% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	183	196	-7%
Admits	19	28	-32% ▼
Discharges	26	38	-32% ▼
Service Hours	1,573	1,686	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	23%	50%	44%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		94	49%	60%	60%	-11% ▼
Employed		3	2%	30%	25%	-28% ▼
Improved/Maintained Function Score		47	24%	75%	25%	-51% ▼
Stable Living Situation		21	11%	95%	73%	-84% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	59%	90%	82%	-31% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	88%	75%	78%	13% ▲

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 71 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	19	11% ▲
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	5,580	5,146	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	87%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	67%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

Recovery

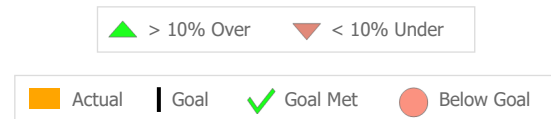
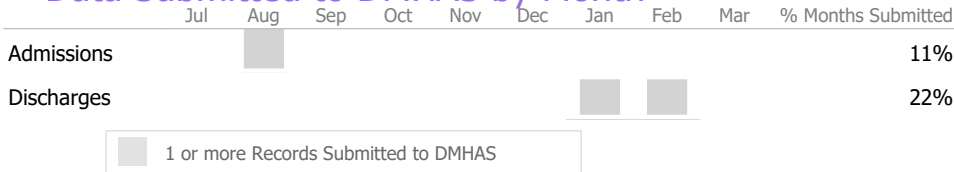
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	100%	60%	84%	40% ▲
✓ Employed		8	38%	25%	14%	13% ▲
✓ Stable Living Situation		21	100%	95%	96%	5%
● Improved/Maintained Function Score		4	19%	95%	31%	-76% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,975 days	0.3	97%	90%	94%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	40%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	28%	-20% ▼
Self Help		N/A	N/A	60%	48%	-60% ▼
Stable Living Situation		N/A	N/A	80%	73%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	67%	N/A ▼

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 13 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	83%
Valid TEDS Data	N/A	72%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	32%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	33%	-55% ▼
Self Help		0	0%	60%	16%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼
Not Arrested		0	0%	75%	62%	-75% ▼
Stable Living Situation		0	0%	95%	65%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	61%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	56%	-75% ▼

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

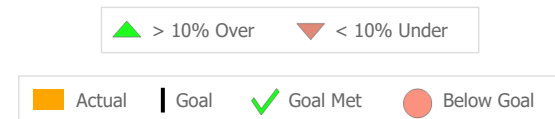
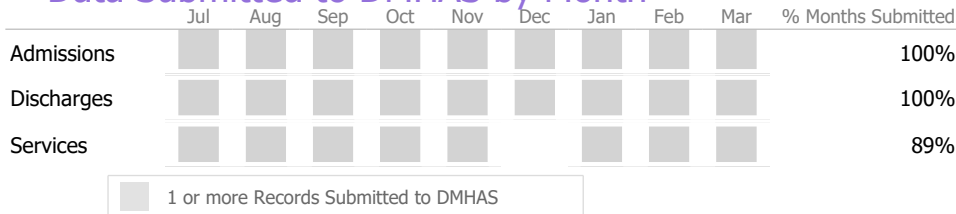
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	101	6%
Admits	127	120	6%
Discharges	129	122	6%
Service Hours	155	126	23% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		114	87%	75%	68%	12% ▲
✓ Community Location Evaluation		107	82%	80%	76%	2%
✓ Follow-up Service within 48 hours		17	94%	90%	71%	4%

Data Submitted to DMHAS by Month



* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	306	293	4%
Admits	20	30	-33% ▼
Discharges	5	12	-58% ▼
Service Hours	277	566	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	36%	83%
Valid TEDS Data	19%	72%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	3%	50%	32%	-47% ▼
Abstinence/Reduced Drug Use		16	5%	55%	33%	-50% ▼
Self Help		4	1%	60%	16%	-59% ▼
Not Arrested		21	7%	75%	62%	-68% ▼
Improved/Maintained Function Score		1	0%	75%	30%	-75% ▼
Stable Living Situation		20	7%	95%	65%	-88% ▼

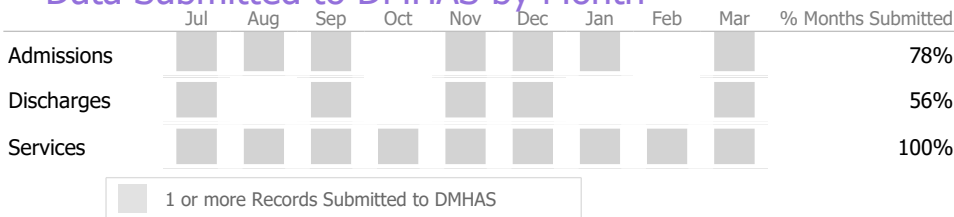
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	10%	90%	61%	-80% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	55%	75%	56%	-20% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,370	1,370	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	68%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	80%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,263 days	0.3	100%	90%	87%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 35 Active MH Intensive Res. Rehabilitation Programs

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

Pilots Program

Rushford Center

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	4	-	
Discharges	3	1	200% ▲
Service Hours	53	41	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		2	12%	85%	86%	-73% ▼

Service Utilization

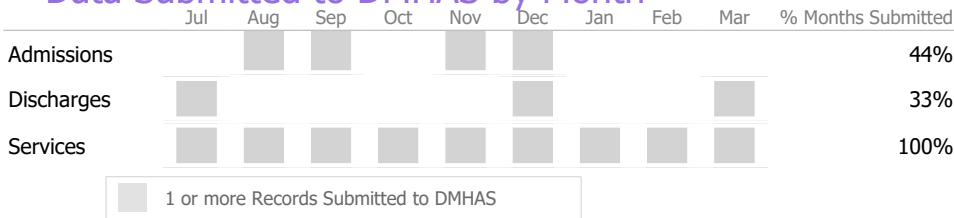
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	97%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		69% vs 97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		62% vs 84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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

Residential Detox Services

Rushford Center

Addiction - Residential Services - Medically Monitored Detox 3.7D

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	643	724	-11% ▼
Admits	725	891	-19% ▼
Discharges	727	887	-18% ▼
Bed Days	2,956	3,554	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	87%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		491	68%	80%	72%	-12% ▼
No Re-admit within 30 Days of Discharge		638	88%	85%	77%	3%
Follow-up within 30 Days of Discharge		200	41%	90%	49%	-49% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	4 days	0.0	57%	90%	74%	-33% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	297	486	-39% ▼
Admits	277	486	-43% ▼
Discharges	291	492	-41% ▼
Bed Days	4,183	8,136	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	91%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		196	67%	80%	70%	-13% ▼
No Re-admit within 30 Days of Discharge		261	90%	85%	90%	5%
Follow-up within 30 Days of Discharge		62	32%	90%	60%	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		219	71%	60%	69%	11% ▲
Improved/Maintained Function Score		213	69%	75%	74%	-6%
Abstinence/Reduced Drug Use		39	13%	70%	37%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		34	16 days	0.1	45%	90%	99%	-45% ▼

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

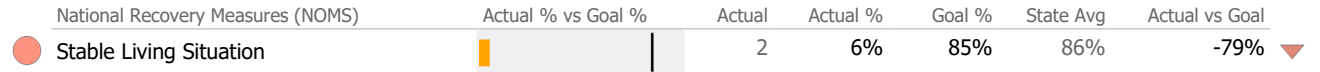
* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

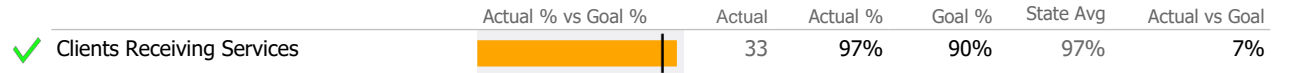
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	33	3%
Admits	5	2	150% ▲
Discharges	-	1	-100% ▼
Service Hours	135	151	-11% ▼

Recovery



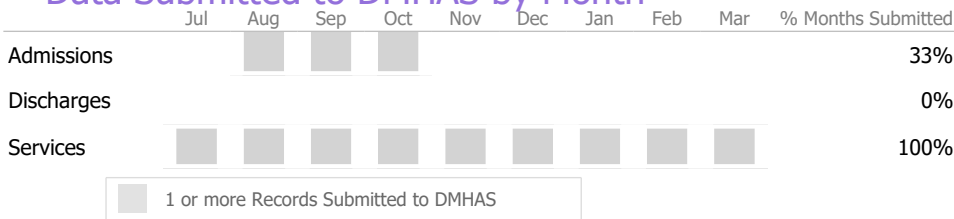
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	119	-26% ▼
Admits	70	115	-39% ▼
Discharges	74	109	-32% ▼
Bed Days	3,956	5,906	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
Valid TEDS Data	99%	94%
On-Time Periodic		
6 Month Updates	N/A	1%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		51	69%	70%	65%	-1%
No Re-admit within 30 Days of Discharge		69	93%	85%	90%	8%
Follow-up within 30 Days of Discharge		21	41%	90%	67%	-49% ▼

Recovery

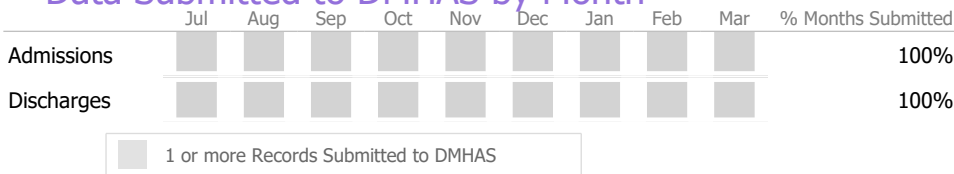
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		73	83%	70%	68%	13% ▲
Improved/Maintained Function Score		54	61%	95%	55%	-34% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		26	58 days	0.2	56%	90%	113%	-34% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	148	-8%
Admits	8	36	-78% ▼
Discharges	8	24	-67% ▼
Service Hours	145	437	-67% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	48%	83%
Valid TEDS Data	45%	72%
On-Time Periodic		
6 Month Updates	2%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	5%	50%	32%	-45% ▼
Abstinence/Reduced Drug Use		10	7%	55%	33%	-48% ▼
Self Help		5	4%	60%	16%	-56% ▼
Not Arrested		18	13%	75%	62%	-62% ▼
Improved/Maintained Function Score		3	2%	75%	30%	-73% ▼
Stable Living Situation		14	10%	95%	65%	-85% ▼

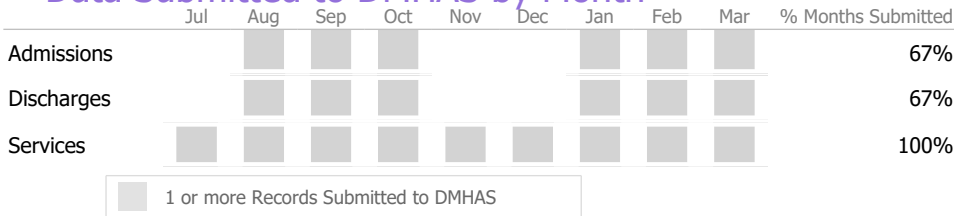
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	13%	90%	61%	-77% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	50%	75%	56%	-25% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	12	9	33% ▲
Discharges	11	10	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	58%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

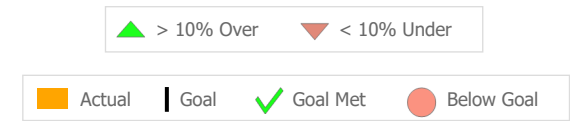
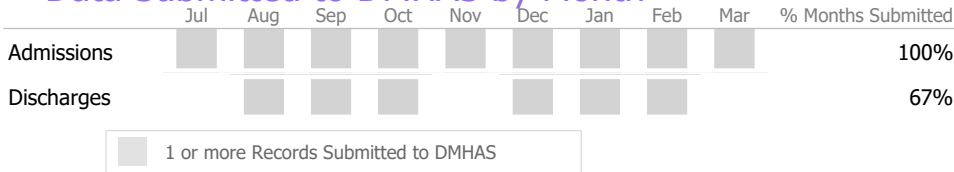
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	18%	65%	59%	-47% ▼
No Re-admit within 30 Days of Discharge		9	82%	85%	93%	-3%
Follow-up within 30 Days of Discharge		0	0%	90%	48%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	23%	15%	18%	8%
Stable Living Situation		13	59%	60%	89%	-1%
Social Support		12	55%	60%	78%	-5%
Improved/Maintained Function Score		6	27%	85%	21%	-58% ▼

Data Submitted to DMHAS by Month



* State Avg based on 24 Active Assertive Community Treatment Programs