

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,259	1,894	19% ▲
	Admits	1,815	1,124	61% ▲
	Discharges	1,849	1,245	49% ▲
	Service Hours	16,277	12,471	31% ▲
	Bed Days	20,681	13,864	49% ▲
	S.Rehab/PHP/IOP	2		

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

Consumer Satisfaction Survey (Based on 332 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Access		91%	80%	88%
● Outcome		74%	80%	83%
● Recovery		72%	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	844	31.1%
	Community Support	277	10.2%
	Crisis Services	118	4.4%
	Social Rehabilitation	72	2.7%
	Case Management	63	2.3%
	Residential Services	25	0.9%
	ACT	15	0.6%
	Addiction	Residential Services	828
Outpatient		250	9.2%
Case Management		12	0.4%
Forensic MH	Forensics Community-based	198	7.3%
	Residential Services	8	0.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	131	6%	8%	Male	1,347	60%	59%		
26-34	433	19%	19%	Female	911	40%	41%		
35-44	596	26%	24%	Transgender			0%		
45-54	427	19%	18%	Race	White/Caucasian	1,454	64%	60%	
55-64	490	22%	19%		Other	407	18%	12%	
65+	182	8%	10%		Black/African American	288	13%	17%	
Ethnicity	Non-Hispanic	1,664	74%		65%	Unknown	85	4%	8%
	Hispanic-Other	452	20%		10%	Asian	16	1%	1%
	Unknown	103	5%	14%	Multiple Races	5	0%	1%	
Hispanic-Puerto Rican	40	2%	10%	Am. Indian/Native Alaskan	3	0%	1%		
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	1	0%	0%		
Hispanic-Mexican			1%						

■ 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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	41	-17% ▼
Admits	1	-	
Discharges	1	3	-67% ▼
Service Hours	149	11	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	88%
Valid TEDS Data	75%	75%
On-Time Periodic		
6 Month Updates	59%	10%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	53%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		33	97%	75%	53%	22% ▲
Self Help		25	74%	60%	15%	14% ▲
Abstinence/Reduced Drug Use		21	62%	55%	28%	7%
Employed		2	6%	50%	28%	-44% ▼
Stable Living Situation		14	41%	95%	55%	-54% ▼
Improved/Maintained Function Score		0	0%	75%	41%	-75% ▼

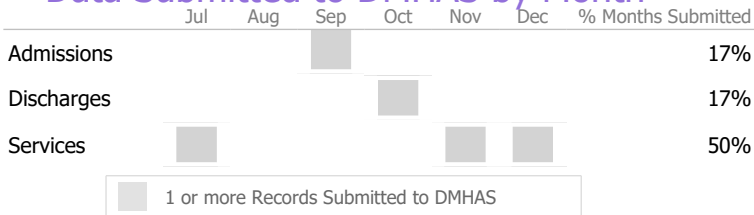
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	85%	90%	37%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	45%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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	635	630	1%
Admits	130	127	2%
Discharges	167	160	4%
Service Hours	4,954	4,293	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	47%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	18%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		56	34%	50%	38%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		397	60%	60%	63%	0%
● Employed		86	13%	30%	25%	-17% ▼
● Stable Living Situation		359	55%	95%	72%	-40% ▼
● Improved/Maintained Function Score		155	27%	75%	41%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		442	90%	90%	84%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		93	74%	75%	61%	-1%

Data Submitted to DMHAS by 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 77 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	173	187	-7%
Admits	13	5	160% ▲
Discharges	10	11	-9%
Service Hours	663	777	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	52%
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		9	90%	50%	38%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		149	86%	60%	63%	26% ▲
● Employed		22	13%	30%	25%	-17% ▼
● Improved/Maintained Function Score		71	44%	75%	41%	-31% ▼
● Stable Living Situation		80	46%	95%	72%	-49% ▼

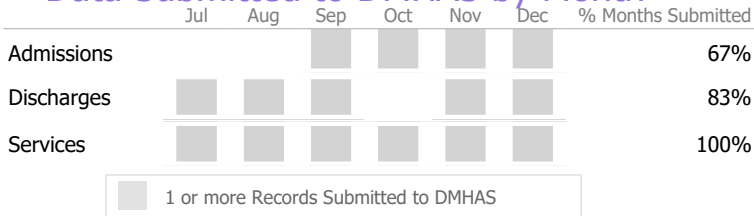
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		159	98%	90%	84%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	100%	75%	61%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 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	8	6	33% ▲
Admits	3	1	200% ▲
Discharges	3	-	
Bed Days	866	973	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	83%
On-Time Periodic		
6 Month Updates	100%	50%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	75%	33%	-42% ▼
● No Re-admit within 30 Days of Discharge		2	67%	85%	67%	-18% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

Recovery

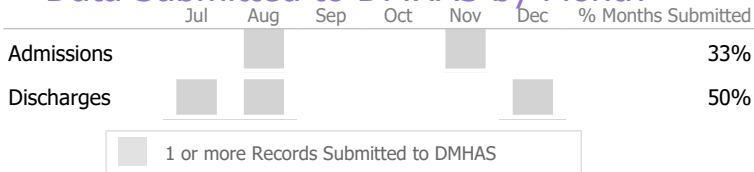
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		1	20%	75%	14%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	508 days	0.5	78%	90%	63%	-12% ▼

■ < 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

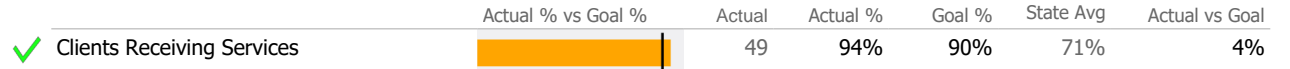
Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

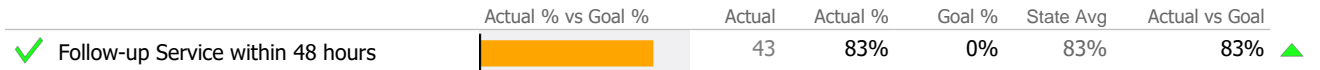
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	115	72% ▲
Admits	148	81	83% ▲
Discharges	148	83	78% ▲
Service Hours	328	189	74% ▲

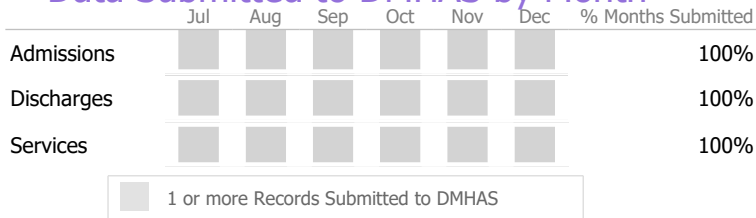
Service Utilization



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	48	0%
Admits	44	47	-6%
Discharges	45	44	2%
Bed Days	1,052	1,016	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		43	96%	85%	88%	11% ▲
✓ Follow-up within 30 Days of Discharge		34	94%	90%	79%	4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	36 days	0.2	57%	90%	53%	-33% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by 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 11 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	277	277	0%
Admits	51	12	325% ▲
Discharges	36	40	-10%
Service Hours	3,578	3,056	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	17%	80%
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		17	47%	65%	52%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		196	70%	60%	79%	10%
● Employed		23	8%	20%	15%	-12% ▼
● Stable Living Situation		111	40%	80%	87%	-40% ▼
● Improved/Maintained Function Score		63	27%	65%	54%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		227	93%	90%	97%	3%

Data Submitted to DMHAS by 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 35 Active CSP Programs

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

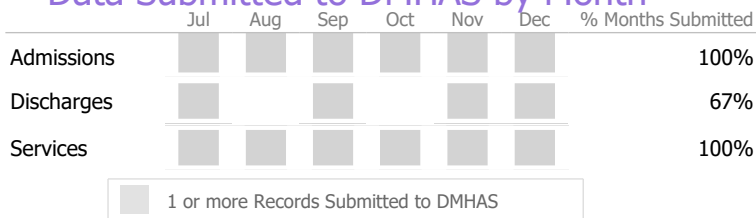
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	70	3%
Admits	16	5	220% ▲
Discharges	16	22	-27% ▼
Service Hours	4,160	2,565	62% ▲
Social Rehab/PHP/IOP Days	2	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	93%	90%	74%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

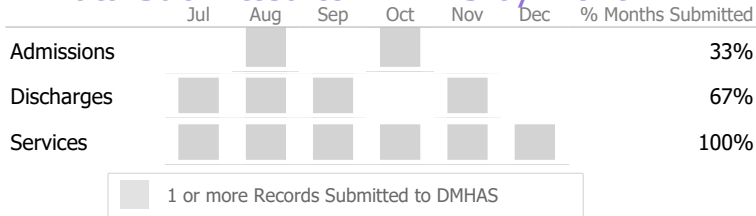
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	26	-31% ▼
Admits	6	14	-57% ▼
Discharges	5	13	-62% ▼
Service Hours	27	14	91% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	50%	50%	92%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	143	-1%
Admits	17	14	21% ▲
Discharges	29	19	53% ▲
Service Hours	1,006	1,062	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	48%	50%	38%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		132	91%	60%	63%	31% ▲
● Employed		13	9%	30%	25%	-21% ▼
● Improved/Maintained Function Score		75	56%	75%	41%	-19% ▼
● Stable Living Situation		46	32%	95%	72%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		89	77%	90%	84%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		12	71%	75%	61%	-4%

Data Submitted to DMHAS by 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 77 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	20	21	-5%
Admits	2	1	100% ▲
Discharges	-	-	
Bed Days	3,605	3,833	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	90%	60%	86%	30% ▲
✓ Employed		8	40%	25%	13%	15% ▲
✓ Stable Living Situation		20	100%	95%	96%	5%
● Improved/Maintained Function Score		13	72%	95%	61%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	2,223 days	0.5	93%	90%	91%	3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	-	-	
Service Hours	6	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

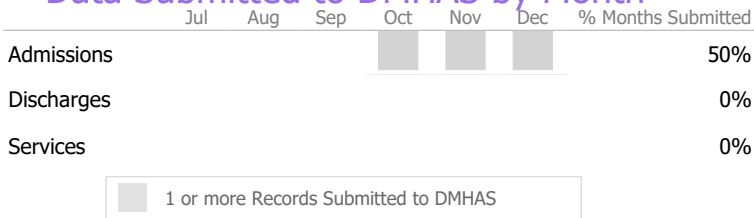
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		8	67%	60%	48%	7%
✓ Employed		3	25%	20%	39%	5%
● Stable Living Situation		9	75%	80%	70%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	50%	90%	67%	-40%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 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	3		
Admits	3	-	
Discharges	1	-	
Service Hours	22	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	88%
Valid TEDS Data	50%	75%
On-Time Periodic		
6 Month Updates	N/A	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		2	67%	75%	53%	-8%
✓ Improved/Maintained Function Score		1	100%	75%	41%	25% ▲
● Employed		0	0%	50%	28%	-50% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	28%	-55% ▼
● Self Help		0	0%	60%	15%	-60% ▼
● Stable Living Situation		1	33%	95%	55%	-62% ▼

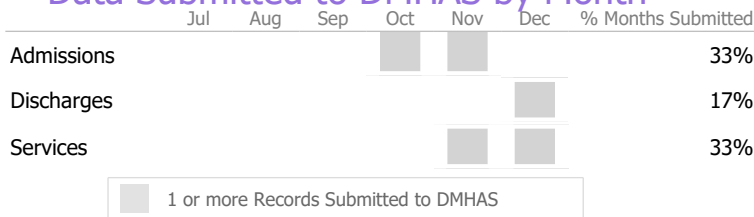
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	37%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	67%	75%	45%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Standard Outpatient Programs

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

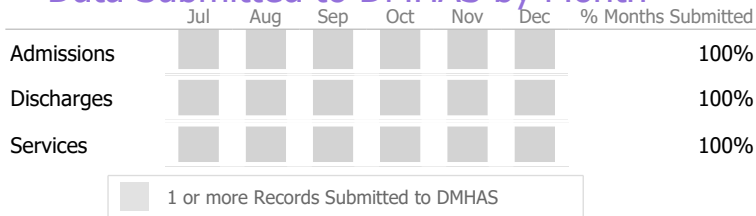
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	67	7%
Admits	79	78	1%
Discharges	78	78	0%
Service Hours	66	94	-30% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		76	96%	75%	76%	21% ▲
● Community Location Evaluation		58	73%	80%	79%	-7%
✓ Follow-up Service within 48 hours		38	100%	90%	87%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* 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	164	69	138% ▲
Admits	69	28	146% ▲
Discharges	79	19	316% ▲
Service Hours	953	180	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	30%	88%
Valid TEDS Data	20%	75%
On-Time Periodic		
6 Month Updates	9%	10%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		40	51%	50%	53%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		30	18%	50%	28%	-32% ▼
● Abstinence/Reduced Drug Use		36	21%	55%	28%	-34% ▼
● Improved/Maintained Function Score		65	52%	75%	41%	-23% ▼
● Not Arrested		53	31%	75%	53%	-44% ▼
● Self Help		28	16%	60%	15%	-44% ▼
● Stable Living Situation		47	28%	95%	55%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	90%	90%	37%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		55	82%	75%	45%	7%

Data Submitted to DMHAS by 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 101 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	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	920	874	5%

Data Submission Quality

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

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	40%	75%	43%	-35% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,449 days	0.5	100%	90%	87%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

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

Variances 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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	-	4	-100% ▼
Discharges	3	2	50% ▲
Service Hours	25	39	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	86%	15% ▲

Service Utilization

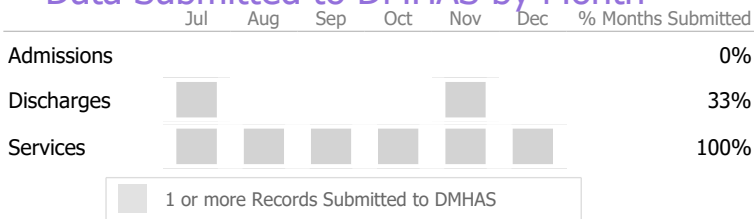
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 118 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	597	416	44% ▲
Admits	689	449	53% ▲
Discharges	694	455	53% ▲
Bed Days	3,195	1,920	66% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
Valid TEDS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	50%
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		489	70%	80%	75%	-10% ▼
No Re-admit within 30 Days of Discharge		560	81%	85%	78%	-4%
Follow-up within 30 Days of Discharge		301	62%	90%	52%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	10 days	0.0	91%	90%	74%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 6 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	418	206	103% ▲
Admits	416	182	129% ▲
Discharges	416	198	110% ▲
Bed Days	6,779	2,764	145% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	91%
Valid TEDS Data	82%	93%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

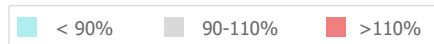
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		344	83%	80%	78%	3%
✓ No Re-admit within 30 Days of Discharge		354	85%	85%	88%	0%
● Follow-up within 30 Days of Discharge		154	45%	90%	60%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		326	72%	60%	74%	12% ▲
✓ Improved/Maintained Function Score		326	78%	75%	83%	3%
● Abstinence/Reduced Drug Use		100	22%	70%	38%	-48% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	18 days	0.1	108%	90%	89%	18% ▲



Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS



* State Avg based on 7 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	31	34	-9%
Admits	-	6	-100% ▼
Discharges	3	2	50% ▲
Service Hours	101	89	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	97%	85%	86%	12% ▲

Service Utilization

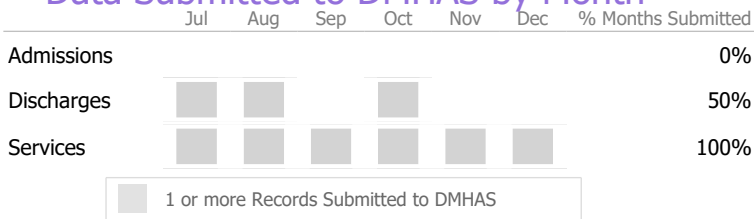
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 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	106	61	74% ▲
Admits	91	43	112% ▲
Discharges	89	41	117% ▲
Bed Days	4,264	2,484	72% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	94%
Valid TEDS Data	91%	93%
On-Time Periodic		
6 Month Updates	N/A	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		78	88%	70%	75%	18% ▲
● No Re-admit within 30 Days of Discharge		74	83%	85%	90%	-2%
● Follow-up within 30 Days of Discharge		37	47%	90%	55%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		89	79%	70%	75%	9%
● Improved/Maintained Function Score		82	92%	95%	93%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		26	49 days	0.2	89%	90%	68%	-1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	42	26% ▲
Admits	20	6	233% ▲
Discharges	20	16	25% ▲
Service Hours	239	92	160% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	59%	88%
Valid TEDS Data	48%	75%
On-Time Periodic		
6 Month Updates	20%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	30%	50%	53%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		16	30%	55%	28%	-25% ▼
Not Arrested		26	49%	75%	53%	-26% ▼
Employed		7	13%	50%	28%	-37% ▼
Self Help		10	19%	60%	15%	-41% ▼
Improved/Maintained Function Score		16	40%	75%	41%	-35% ▼
Stable Living Situation		19	36%	95%	55%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	88%	90%	37%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	75%	75%	45%	0%

Data Submitted to DMHAS by 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 101 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	15	15	0%
Admits	5	7	-29% ▼
Discharges	6	9	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	35%	95%
On-Time Periodic		
6 Month Updates	0%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

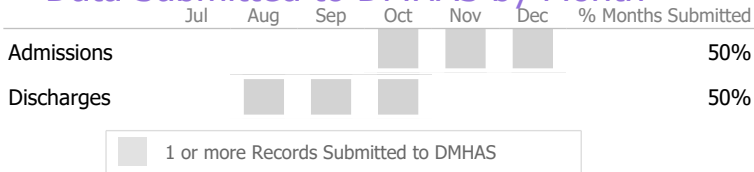
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	65%	53%	-15% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	83%	-2%
Follow-up within 30 Days of Discharge		0	0%	90%	51%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	12%	15%	15%	-3%
Stable Living Situation		6	38%	60%	89%	-22% ▼
Social Support		5	31%	60%	77%	-29% ▼
Improved/Maintained Function Score		3	25%	85%	27%	-60% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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