

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,717	4,779	-22%	▼
	Admits	3,719	4,917	-24%	▼
	Discharges	3,697	5,152	-28%	▼
	Service Hours	30,724	37,255	-18%	▼
	Bed Days	31,241	36,812	-15%	▼
	S.Rehab/PHP/IOP	1,971	1,796	10%	

Consumer Satisfaction Survey

(Based on 665 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		85%	80%	92%
✓ Overall		83%	80%	91%
✓ Respect		82%	80%	91%
● Access		79%	80%	88%
● Outcome		71%	80%	83%
● Recovery		70%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,284	27.4%
	Community Support	443	9.5%
	Crisis Services	232	5.0%
	Employment Services	167	3.6%
	Social Rehabilitation	138	2.9%
	Case Management	103	2.2%
	Residential Services	26	0.6%
Addiction			
	Residential Services	1,336	28.6%
	Outpatient	658	14.1%
	Case Management	41	0.9%
Forensic MH			
	Forensics Community-based	213	4.6%
	Residential Services	6	0.1%
Forensic SA			
	Forensics Community-based	31	0.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	637	17%	16%	Male	2,340	63%	60%
26-34	916	25%	24%	Female	1,371	37%	40%
35-44	725	20%	19%	Race			
45-54	841	23%	23%	White/Caucasian	3,072	83%	▲ 66%
55-64	462	12%	14%	Black/African American	349	9%	17%
65+	135	4%	4%	Other	156	4%	13%
Ethnicity				Unknown	73	2%	3%
Non-Hispanic	2,857	77%	75%	Multiple Races	38	1%	1%
Hisp-Puerto Rican	576	15%	12%	Asian	17	0%	1%
Unknown	138	4%	6%	Am. Indian/Native Alaskan	11	0%	1%
Hispanic-Other	121	3%	6%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Mexican	21	1%	1%				
Hispanic-Cuban	4	0%	0%				

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

ABI Case Management Program

Rushford Center

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	12%	-20% ▼
Social Support		N/A	N/A	60%	73%	-60% ▼
Stable Living Situation		N/A	N/A	80%	91%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,029	961	7%
Admits	513	419	22% ▲
Discharges	525	433	21% ▲
Service Hours	11,267	11,767	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	79%	67%
SA Screen Complete	79%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	93%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		211	40%	50%	40%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		905	78%	60%	66%	18% ▲
Stable Living Situation		1,103	95%	95%	85%	0%
Employed		219	19%	30%	21%	-11% ▼
Improved/Maintained Axis V GAF Score		574	57%	75%	57%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		492	77%	90%	86%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		353	74%	75%	69%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	67%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	3	3	0%
Discharges	4	4	0%
Bed Days	569	854	-33% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	50%	75%	50%	-25% ▼
● No Re-admit within 30 Days of Discharge		1	25%	85%	25%	-60% ▼
● Follow-up within 30 Days of Discharge		1	50%	90%	50%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91%
✓ On-Time Periodic		
✓ 6 Month Updates		100%
Cooccurring		
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis		
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

Recovery

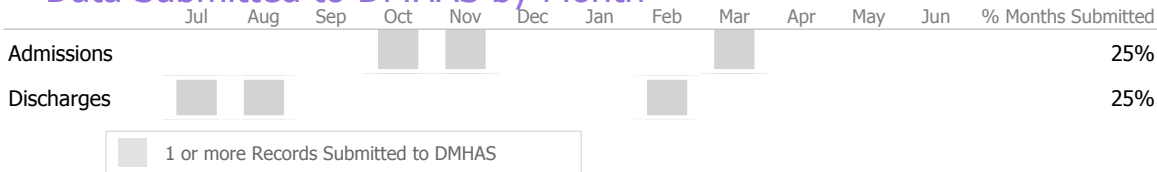
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		5	100%	75%	100%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	197 days	0.6	28%	90%	28%	-62% ▼

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 1 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	167	167	0%
Admits	71	77	-8%
Discharges	79	69	14% ▲
Service Hours	1,030	2,393	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		53	31%	35%	39%	-4%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	77%	90%	96%	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■					■	■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

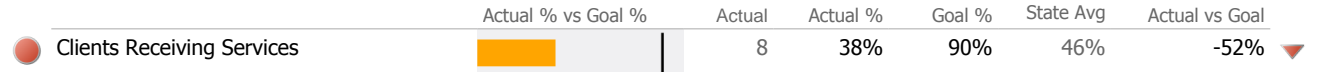
■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

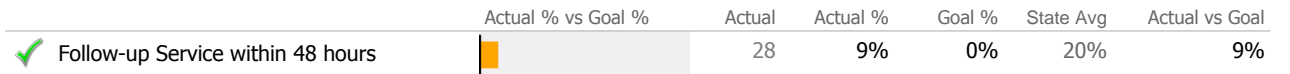
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	213	248	-14% ▼
Admits	212	238	-11% ▼
Discharges	203	250	-19% ▼
Service Hours	41	-	

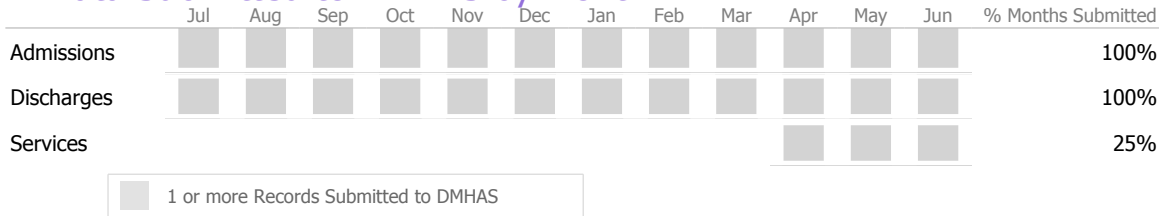
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	652	-81% ▼
Admits	140	791	-82% ▼
Discharges	141	785	-82% ▼
Bed Days	2,833	1,588	78% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		123	87%	85%	86%	2%
● Follow-up within 30 Days of Discharge		59	65%	90%	77%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	43 days	0.1	78%	90%	107%	-12% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

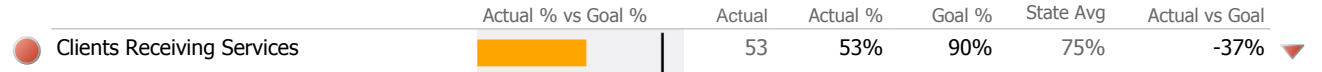
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Respite Bed Programs

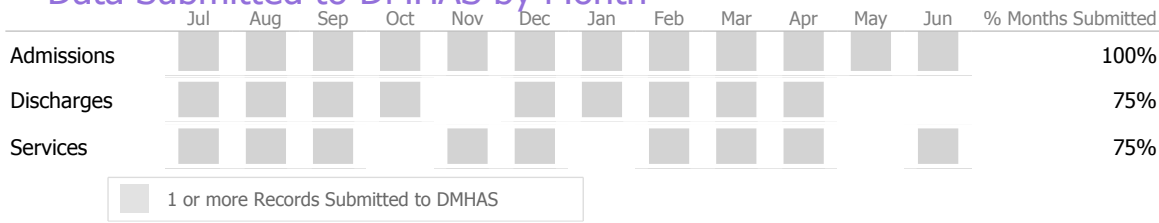
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	122	13% ▲
Admits	62	43	44% ▲
Discharges	48	41	17% ▲
Service Hours	1,988	138	
Social Rehab/PHP/IOP Days	1,971	1,796	10%

Service Utilization



Data Submitted to DMHAS by Month

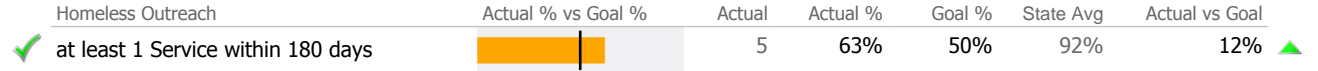


* State Avg based on 39 Active Social Rehabilitation Programs

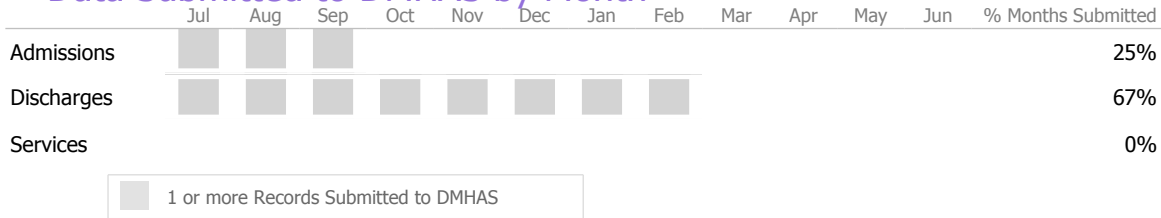
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	73	-22% ▼
Admits	8	40	-80% ▼
Discharges	53	27	96% ▲
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	261	263	-1%
Admits	129	94	37% ▲
Discharges	107	127	-16% ▼
Service Hours	3,871	3,561	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	69%	67%
SA Screen Complete	72%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	95%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		37	35%	50%	40%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		203	69%	60%	66%	9%
Stable Living Situation		278	95%	95%	85%	0%
Employed		35	12%	30%	21%	-18% ▼
Improved/Maintained Axis V GAF Score		156	63%	75%	57%	-12% ▼

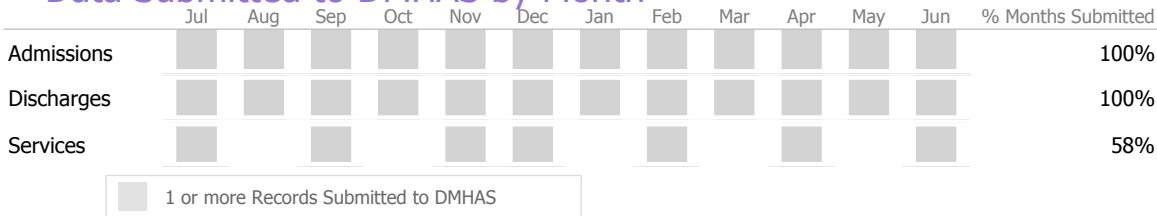
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		161	86%	90%	86%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		96	79%	75%	69%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	24	8%
Admits	5	2	150% ▲
Discharges	13	3	333% ▲
Bed Days	5,639	7,647	-26% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	54%	60%	71%	-6%
● Follow-up within 30 Days of Discharge		3	43%	90%	79%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		24	92%	95%	96%	-3%
● Employed		1	4%	25%	9%	-21% ▼
● Social Support		1	4%	60%	83%	-56% ▼
● Improved/Maintained Axis V GAF Score		9	36%	95%	72%	-59% ▼

Data Submission Quality

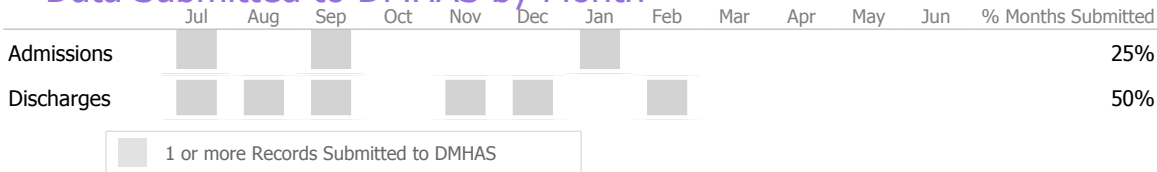
Data Entry	Actual	State Avg
Valid NOMS Data	79%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	42%	97%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	79%	64%
✓ SA Screen Complete	71%	63%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	62%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		26	2,255 days	0.4	59%	90%	92%	-31% ▼

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	48%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	84%	20% ▲
● Employed		0	0%	20%	14%	-20% ▼
● Self Help		0	0%	60%	66%	-60% ▼

Service Utilization

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

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	6	67% ▲
Admits	11	2	450% ▲
Discharges	8	5	60% ▲
Service Hours	129	95	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	100%	92%
On-Time Periodic		
6 Month Updates	N/A	33%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	90%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	51%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		12	100%	75%	86%	25% ▲
Stable Living Situation		11	92%	95%	85%	-3%
Abstinence/Reduced Drug Use		5	42%	55%	58%	-13% ▼
Employed		1	8%	50%	40%	-42% ▼
Self Help		1	8%	60%	26%	-52% ▼
Improved/Maintained Axis V GAF Score		2	25%	75%	62%	-50% ▼

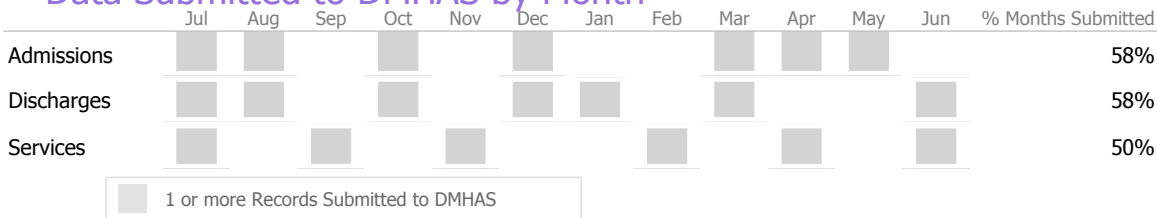
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	75%	90%	81%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	78%	75%	73%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 116 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	1	13700% ▲
Admits	169	1	16800% ▲
Discharges	169	1	16800% ▲
Service Hours	-	-	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		163	98%	75%	57%	23% ▲
● Community Location Evaluation		40	24%	80%	61%	-56% ▼
● Follow-up Service within 48 hours		34	36%	90%	46%	-54% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	83%
Services													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	347	407	-15% ▼
Admits	283	364	-22% ▼
Discharges	224	360	-38% ▼
Service Hours	2,181	3,006	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	99%	92%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	31%	33%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	94%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	94%	96%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	83%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		140	62%	50%	51%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		342	90%	75%	86%	15% ▲
✓ Abstinence/Reduced Drug Use		259	69%	55%	58%	14% ▲
✓ Employed		210	56%	50%	40%	6%
✓ Stable Living Situation		364	96%	95%	85%	1%
● Self Help		125	33%	60%	26%	-27% ▼
● Improved/Maintained Axis V GAF Score		110	37%	75%	62%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		92	60%	90%	81%	-30% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		213	83%	75%	73%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		97%
Cooccurring	Actual	State Avg
MH Screen Complete		64%
SA Screen Complete		63%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	72%	-95% ▼
Social Support		N/A	N/A	60%	83%	-60% ▼
Stable Living Situation		N/A	N/A	95%	96%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	3	3	0%
Discharges	3	2	50% ▲
Service Hours	1,367	2,511	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	93%	85%	89%	8%

Service Utilization

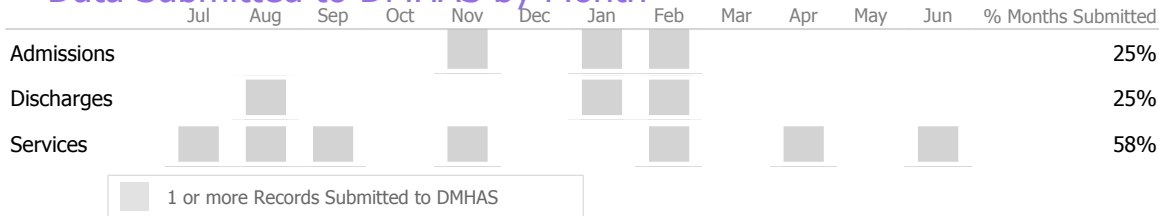
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	97%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	57%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	47	-15% ▼
Admits	37	44	-16% ▼
Discharges	37	44	-16% ▼
Bed Days	734	843	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	93%
Valid TEDS Data	97%	99%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	95%	80%	81%	15% ▲
✓ No Re-admit within 30 Days of Discharge		37	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		19	54%	90%	61%	-36% ▼

Recovery

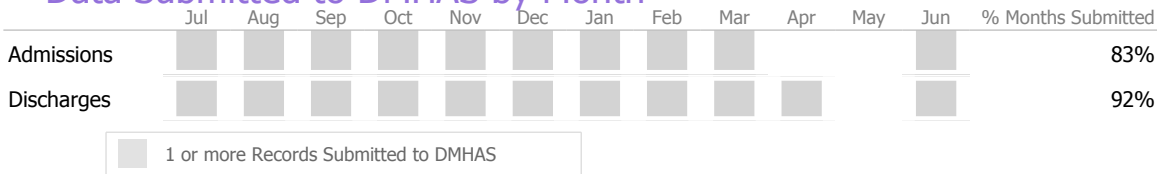
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		37	100%	75%	96%	25% ▲
✓ Abstinence/Reduced Drug Use		32	80%	70%	59%	10% ▲
● Self Help		13	32%	60%	72%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	20 days	0.1	73%	90%	86%	-17% ▼

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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	537	686	-22% ▼
Admits	519	684	-24% ▼
Discharges	521	679	-23% ▼
Bed Days	9,634	12,374	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	93%
Valid TEDS Data	98%	99%

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

Cooccurring	Actual	State Avg
MH Screen Complete	99%	99%
SA Screen Complete	99%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		486	93%	80%	81%	13% ▲
✓ No Re-admit within 30 Days of Discharge		489	94%	85%	94%	9%
● Follow-up within 30 Days of Discharge		228	47%	90%	61%	-43% ▼

Recovery

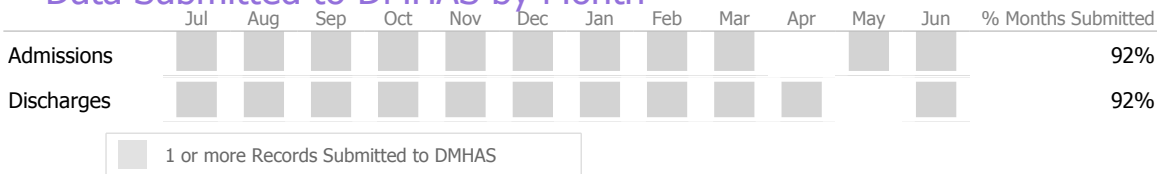
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		514	99%	75%	96%	24% ▲
● Self Help		249	45%	60%	72%	-15% ▼
● Abstinence/Reduced Drug Use		287	52%	70%	59%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		39	20 days	0.1	68%	90%	85%	-22% ▼

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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	11	45% ▲
Admits	15	5	200% ▲
Discharges	9	10	-10%
Bed Days	1,406	1,269	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	100%	70%	71%	30% ▲
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		5	56%	90%	58%	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	98%
Valid TEDS Data	98%	100%
On-Time Periodic		
6 Month Updates	N/A	7%
Cooccurring		
✓ MH Screen Complete	100%	98%
✓ SA Screen Complete	100%	98%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	88%	100%

Recovery

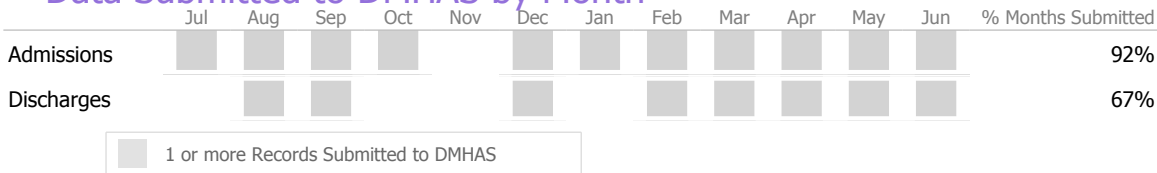
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	100%	70%	80%	30% ▲
✓ Improved/Maintained Axis V GAF Score		9	100%	95%	89%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	116 days	0.2	77%	90%	100%	-13% ▼

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	114	-11% ▼
Admits	84	96	-13% ▼
Discharges	92	96	-4%
Bed Days	6,312	7,354	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	98%
Valid TEDS Data	99%	100%
On-Time Periodic		
6 Month Updates	N/A	7%
Cooccurring		
MH Screen Complete	100%	98%
SA Screen Complete	99%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		84	91%	70%	71%	21% ▲
No Re-admit within 30 Days of Discharge		87	95%	85%	91%	10%
Follow-up within 30 Days of Discharge		57	68%	90%	58%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		99	94%	70%	80%	24% ▲
Improved/Maintained Axis V GAF Score		90	98%	95%	89%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	76 days	0.1	82%	90%	100%	-8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	976	1,101	-11% ▼
Admits	1,060	1,229	-14% ▼
Discharges	1,053	1,227	-14% ▼
Bed Days	4,114	4,708	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	96%
Valid TEDS Data	97%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	99%	99%
SA Screen Complete	99%	99%

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

Discharge Outcomes

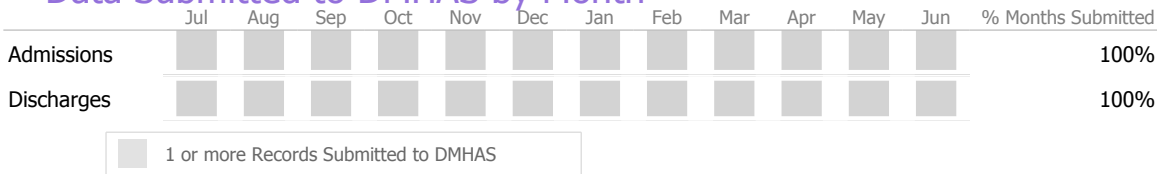
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		929	88%	80%	78%	8%
No Re-admit within 30 Days of Discharge		944	90%	85%	86%	5%
Follow-up within 30 Days of Discharge		470	51%	90%	55%	-39% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	4 days	0.0	70%	90%	88%	-20% ▼

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	443	507	-13% ▼
Admits	119	153	-22% ▼
Discharges	110	181	-39% ▼
Service Hours	6,205	9,254	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	57%	67%
SA Screen Complete	59%	65%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	82%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		51	46%	65%	70%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		430	95%	80%	92%	15% ▲
Social Support		255	57%	60%	76%	-3%
Employed		37	8%	20%	11%	-12% ▼
Improved/Maintained Axis V GAF Score		122	31%	95%	61%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		302	89%	90%	96%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	83%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 Goal Met
 Below Goal

* State Avg based on 40 Active CSP Programs

Senior Services

Rushford Center

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

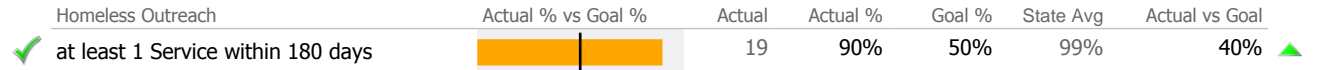
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

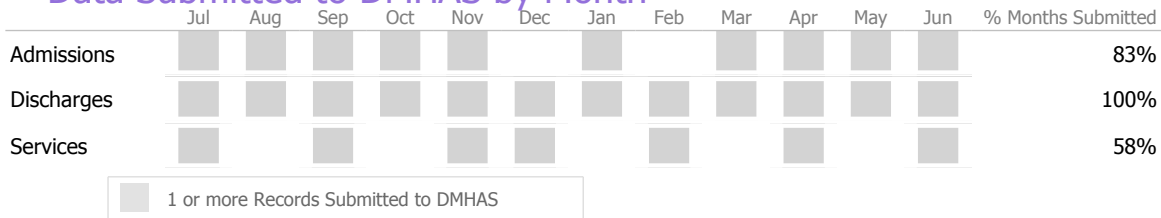
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	31	26%	▲
Admits	25	12	108%	▲
Discharges	21	13	62%	▲
Service Hours	439	360	22%	▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	1	1	0%
Discharges	4	3	33% ▲
Service Hours	442	1,054	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	57%	85%	89%	-28% ▼

Service Utilization

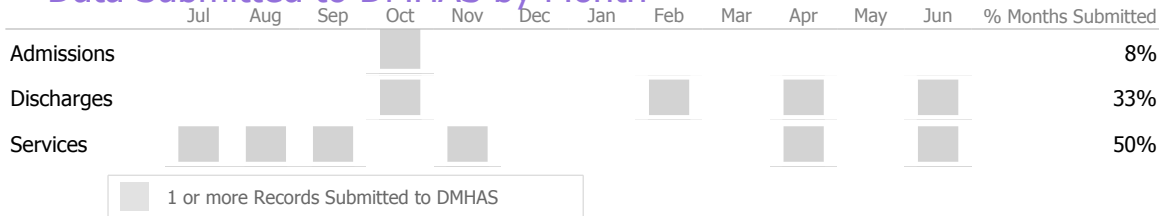
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	88%	90%	97%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	305	395	-23% ▼
Admits	250	301	-17% ▼
Discharges	242	353	-31% ▼
Service Hours	1,764	3,118	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	92%
On-Time Periodic		
6 Month Updates	58%	33%
Cooccurring		
MH Screen Complete	97%	97%
SA Screen Complete	97%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	87%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		150	62%	50%	51%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		305	95%	75%	86%	20% ▲
Abstinence/Reduced Drug Use		211	66%	55%	58%	11% ▲
Stable Living Situation		309	97%	95%	85%	2%
Employed		158	49%	50%	40%	-1%
Self Help		78	24%	60%	26%	-36% ▼
Improved/Maintained Axis V GAF Score		94	36%	75%	62%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		60	77%	90%	81%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		191	80%	75%	73%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs