

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,727	6,456	-11% ▼
	Admits	6,455	7,556	-15% ▼
	Discharges	6,425	7,794	-18% ▼
	Service Hours	144,720	169,857	-15% ▼
	Bed Days	44,220	41,886	6%
	S.Rehab/PHP/IOP	6,849	7,967	-14% ▼

### Consumer Satisfaction Survey (Based on 319 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		87%	80%	91%
✓ General Satisfaction		86%	80%	92%
✓ Access		85%	80%	88%
✓ Respect		83%	80%	91%
● Outcome		71%	80%	83%
● Recovery		67%	80%	79%

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

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,400	24.4%
	Crisis Services	795	13.9%
	Community Support	548	9.6%
	Case Management	347	6.1%
	Employment Services	151	2.6%
	Social Rehabilitation	101	1.8%
	Residential Services	29	0.5%
	<b>Addiction</b>	Residential Services	1,532
Outpatient		1,154	20.2%
IOP		480	8.4%
Case Management		36	0.6%
<b>Forensic SA</b>	Forensics Community-based	522	9.1%
<b>Forensic MH</b>	Forensics Community-based	343	6.0%
	Residential Services	8	0.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	1,264	22%	17%	Male	3,603	63%	60%		
26-34	1,268	22%	22%	Female	2,113	37%	40%		
35-44	1,043	18%	20%	<b>Race</b>	White/Caucasian	4,248	74%	64%	
45-54	1,251	22%	24%		Other	686	12%	15%	
55-64	616	11%	13%		Black/African American	543	9%	17%	
65+	198	4%	4%		Multiple Races	178	3%	1%	
<b>Ethnicity</b>	Non-Hispanic	4,487	78%		74%	Unknown	40	1%	2%
	Hisp-Puerto Rican	728	13%		12%	Asian	17	0%	1%
	Unknown	265	5%		7%	Am. Indian/Native Alaskan	8	0%	1%
	Hispanic-Other	208	4%	7%	Hawaiian/Other Pacific Islander	7	0%	0%	
	Hispanic-Mexican	29	1%	0%					
Hispanic-Cuban	10	0%	0%						

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,096	1,153	-5%
Admits	493	601	-18% ▼
Discharges	474	600	-21% ▼
Service Hours	13,529	15,986	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	59%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	43%	60%
SA Screen Complete	42%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	94%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		151	32%	50%	54%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		170	14%	30%	17%	-16% ▼
Improved/Maintained Axis V GAF Score		393	38%	75%	39%	-37% ▼
Stable Living Situation		504	42%	95%	74%	-53% ▼
Social Support		39	3%	60%	49%	-57% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		661	92%	90%	90%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		379	82%	75%	60%	7%

### 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	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	5	6	-17% ▼
Discharges	4	6	-33% ▼
Bed Days	1,586	1,381	15% ▲

### 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		4	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	NaN	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		3	43%	75%	38%	-32% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	431 days	0.8	72%	90%	72%	-18% ▼

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	151	161	-6%
Admits	47	67	-30% ▼
Discharges	42	59	-29% ▼
Service Hours	2,122	2,045	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		14	9%	35%	31%	-26% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	72%	90%	96%	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	73%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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 40 Active Employment Services Programs

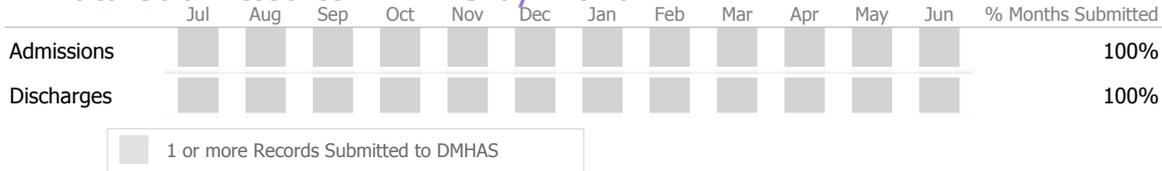
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	343	341	1%
Admits	309	272	14% ▲
Discharges	338	316	7%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		14	11%	0%	21%	11% ▲

### 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	795	1,354	-41% ▼
Admits	994	1,850	-46% ▼
Discharges	988	1,848	-47% ▼
Bed Days	3,609	3,548	2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		988	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		89	23%	90%	53%	-67% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	39 days	0.0	99%	90%	96%	9%

■ < 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

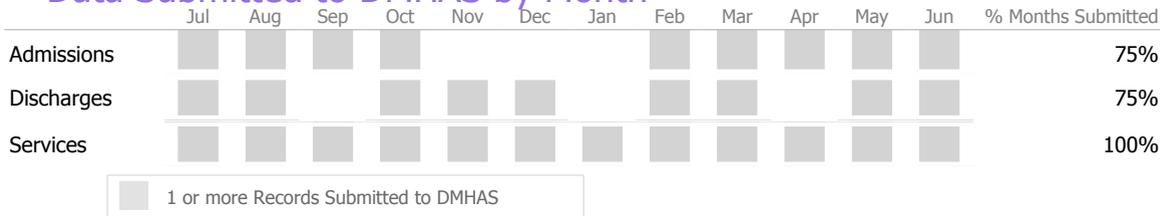
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	114	-11% ▼
Admits	21	30	-30% ▼
Discharges	19	38	-50% ▼
Service Hours	115	150	-23% ▼
Social Rehab/PHP/IOP Days	1,880	2,132	-12% ▼

### Service Utilization



### Data Submitted to DMHAS by Month

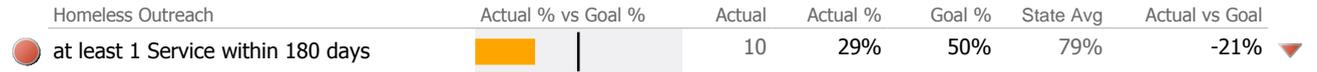


\* State Avg based on 38 Active Social Rehabilitation Programs

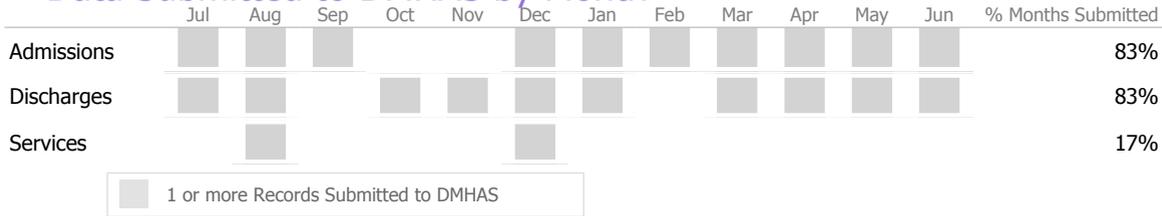
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	64	8%
Admits	34	58	-41% ▼
Discharges	19	34	-44% ▼
Service Hours	2	67	-97% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	311	334	-7%
Admits	133	141	-6%
Discharges	121	169	-28% ▼
Service Hours	3,866	5,028	-23% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		39	32%	50%	54%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		26	8%	30%	17%	-22% ▼
● Improved/Maintained Axis V GAF Score		102	34%	75%	39%	-41% ▼
● Stable Living Situation		142	42%	95%	74%	-53% ▼
● Social Support		10	3%	60%	49%	-57% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		61% 79%
On-Time Periodic	Actual	State Avg
6 Month Updates		33% 43%
Cooccurring	Actual	State Avg
MH Screen Complete		52% 60%
SA Screen Complete		52% 60%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99% 99%
✓ Valid Axis V GAF Score		92% 90%

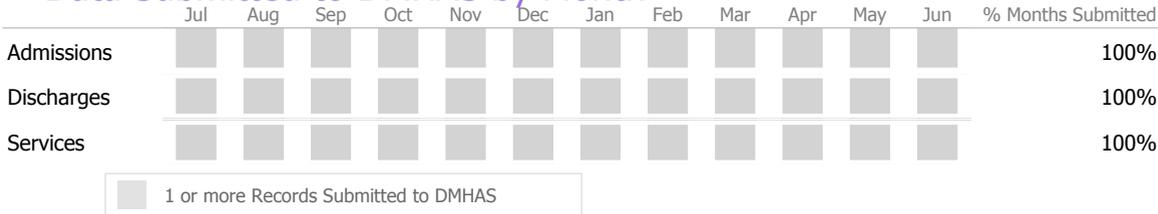
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		200	91%	90%	90%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		112	88%	75%	60%	13% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	3	2	50% ▲
Discharges	4	3	33% ▲
Bed Days	9,105	9,296	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	38%	97%
On-Time Periodic		
6 Month Updates	4%	74%
Cooccurring		
MH Screen Complete	0%	78%
SA Screen Complete	0%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	55%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	59%	-60% ▼

### Recovery

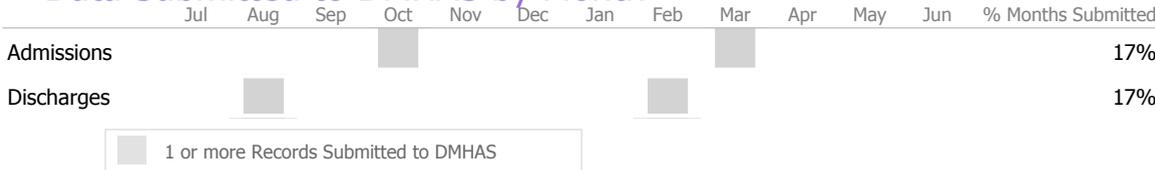
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	25%	7%	-25% ▼
Social Support		0	0%	60%	77%	-60% ▼
Improved/Maintained Axis V GAF Score		3	11%	95%	55%	-84% ▼
Stable Living Situation		1	3%	95%	92%	-92% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		26	2,957 days	0.9	96%	90%	96%	6%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 68 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	9	-78% ▼
Admits	-	4	-100% ▼
Discharges	-	7	-100% ▼
Service Hours	-	1	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	34%

### 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%	70%	20% ▲
● Self Help		1	50%	60%	34%	-10%
● Employed		0	0%	20%	15%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	81%	-90% ▼

### Data Submitted to DMHAS by Month



▲ > 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	19	-47% ▼
Admits	6	19	-68% ▼
Discharges	7	17	-59% ▼
Service Hours	287	291	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	94%
Valid TEDS Data	96%	94%
<b>On-Time Periodic</b>		
6 Month Updates	0%	12%
<b>Cooccurring</b>		
MH Screen Complete	83%	96%
SA Screen Complete	83%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	90%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	50%	56%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		10	83%	75%	85%	8%
● Abstinence/Reduced Drug Use		6	50%	55%	56%	-5%
● Stable Living Situation		10	83%	95%	82%	-12% ▼
● Improved/Maintained Axis V GAF Score		6	55%	75%	52%	-20% ▼
● Self Help		3	25%	60%	21%	-35% ▼
● Employed		0	0%	50%	34%	-50% ▼

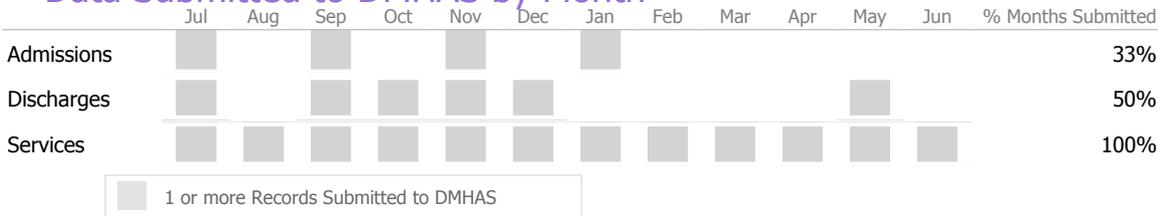
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	58%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	100%	75%	74%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	7	-71% ▼
Admits	-	3	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	-	2	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	7%	-20% ▼
Stable Living Situation		1	50%	80%	60%	-30% ▼
Social Support		0	0%	60%	38%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	68%	-90% ▼

### 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 37 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	531	657	-19% ▼
Admits	449	569	-21% ▼
Discharges	468	581	-19% ▼
Service Hours	4,057	5,823	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	94%
Valid TEDS Data	98%	94%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	12%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	Actual	State Avg
SA Screen Complete	99%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		250	53%	50%	56%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		374	64%	55%	56%	9%
✓ Improved/Maintained Axis V GAF Score		437	88%	75%	52%	13% ▲
● Not Arrested		414	71%	75%	85%	-4%
● Stable Living Situation		528	90%	95%	82%	-5%
● Employed		235	40%	50%	34%	-10%
● Self Help		232	40%	60%	21%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		99	83%	90%	58%	-7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		360	89%	75%	74%	14% ▲

### 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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	480	527	-9%
Admits	495	581	-15% ▼
Discharges	503	585	-14% ▼
Service Hours	16,281	18,273	-11% ▼
Social Rehab/PHP/IOP Days	4,969	5,835	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	86%
Valid TEDS Data	99%	99%
<b>On-Time Periodic</b>		
6 Month Updates	0%	0%
<b>Cooccurring</b>		
MH Screen Complete	99%	94%
SA Screen Complete	99%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	81%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		304	61%	50%	62%	11% ▲
Follow-up within 30 Days of Discharge		111	37%	90%	42%	-53% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		483	95%	75%	52%	20% ▲
Not Arrested		455	83%	75%	88%	8%
Abstinence/Reduced Drug Use		323	59%	55%	44%	4%
Stable Living Situation		498	91%	95%	87%	-4%
Self Help		262	48%	60%	27%	-12% ▼
Employed		183	34%	50%	24%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	95%	90%	41%	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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 49 Active Standard IOP Programs

# Pilots Program 303-551

Rushford Center

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	1	4	-75% ▼
Discharges	1	2	-50% ▼
Service Hours	1,962	2,605	-25% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		1	4%	85%	90%	-81% ▼

## Service Utilization

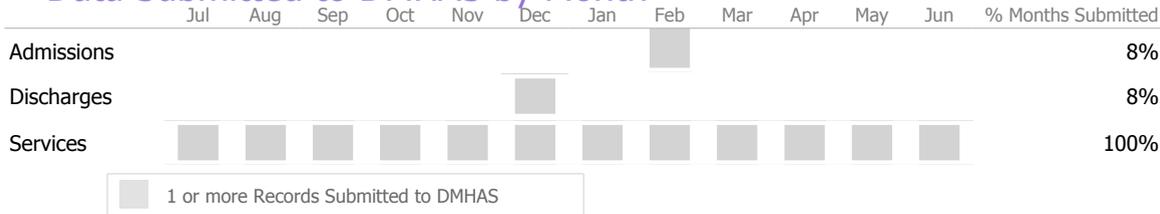
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	80%	90%	96%	-10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	72%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    Goal Met    Below Goal

\* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	522	634	-18% ▼
Admits	342	360	-5%
Discharges	375	465	-19% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	61	31% ▲
Admits	78	57	37% ▲
Discharges	77	60	28% ▲
Bed Days	1,582	1,180	34% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		73	95%	80%	80%	15% ▲
✓ No Re-admit within 30 Days of Discharge		74	96%	85%	93%	11% ▲
● Follow-up within 30 Days of Discharge		36	49%	90%	54%	-41% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	90%
✓ Valid TEDS Data	99%	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%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		77	100%	75%	90%	25% ▲
● Abstinence/Reduced Drug Use		47	59%	70%	51%	-11% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	21 days	0.1	87%	90%	90%	-3%

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%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met    Below Goal

\* State Avg based on 13 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	631	649	-3%
Admits	626	639	-2%
Discharges	630	645	-2%
Bed Days	12,374	12,513	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	90%
Valid TEDS Data	98%	99%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	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		564	90%	80%	80%	10% ▲
✓ No Re-admit within 30 Days of Discharge		588	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		259	46%	90%	54%	-44% ▼

### Recovery

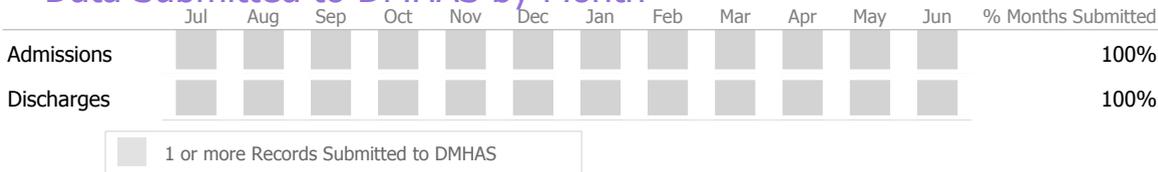
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		627	99%	75%	90%	24% ▲
● Abstinence/Reduced Drug Use		264	40%	70%	51%	-30% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		37	24 days	0.1	92%	90%	90%	2%

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 13 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	18	33% ▲
Admits	18	11	64% ▲
Discharges	15	12	25% ▲
Bed Days	3,032	1,799	69% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Treatment Completed Successfully		9	60%	70%	63%	-10% ▼
✔ No Re-admit within 30 Days of Discharge		13	87%	85%	90%	2% ▲
⊘ Follow-up within 30 Days of Discharge		7	78%	90%	50%	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
Valid TEDS Data		100%
<b>On-Time Periodic</b>		
6 Month Updates		7%
<b>Cooccurring</b>		
✔ MH Screen Complete		98%
✔ SA Screen Complete		98%
<b>Diagnosis</b>		
✔ Valid Axis I Diagnosis		99%
✔ Valid Axis V GAF Score		99%

### Recovery

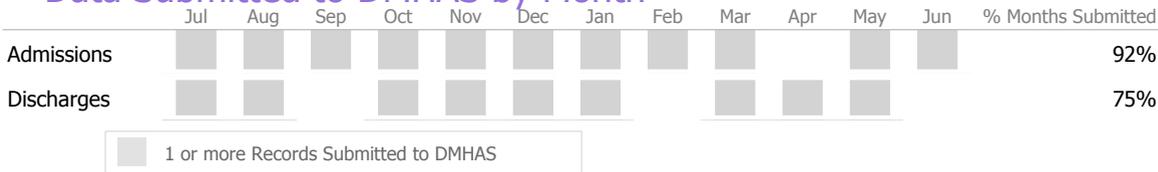
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Abstinence/Reduced Drug Use		20	83%	70%	74%	13% ▲
⊘ Improved/Maintained Axis V GAF Score		15	79%	95%	76%	-16% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		7	349 days	0.3	119%	90%	94%	29% ▲

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	107	104	3%
Admits	90	93	-3%
Discharges	87	87	0%
Bed Days	8,118	6,918	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	97%
Valid TEDS Data	98%	100%
<b>On-Time Periodic</b>		
6 Month Updates	0%	7%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		52	60%	70%	63%	-10% ▼
No Re-admit within 30 Days of Discharge		69	79%	85%	90%	-6%
Follow-up within 30 Days of Discharge		33	63%	90%	50%	-27% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		102	90%	70%	74%	20% ▲
Improved/Maintained Axis V GAF Score		80	88%	95%	76%	-7%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	171 days	0.2	117%	90%	94%	27% ▲

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,135	1,121	1%
Admits	1,287	1,309	-2%
Discharges	1,286	1,310	-2%
Bed Days	4,814	5,251	-8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1,133	88%	80%	78%	8%
✓ No Re-admit within 30 Days of Discharge		1,167	91%	85%	85%	6%
● Follow-up within 30 Days of Discharge		653	58%	90%	50%	-32%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	87%
Valid TEDS Data	97%	100%

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

Cooccurring	Actual	State Avg
✓ MH Screen Complete	99%	76%
✓ SA Screen Complete	99%	72%

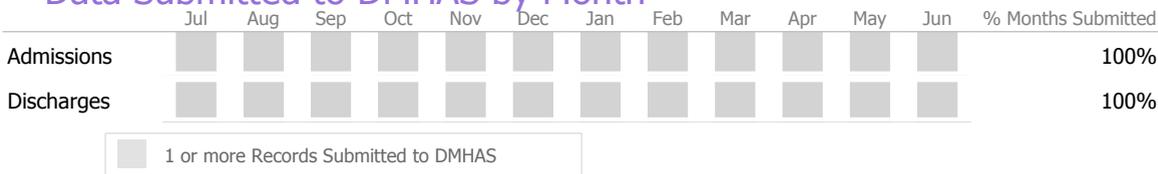
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	86%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	4 days	0.0	82%	90%	84%	-8%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### 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	548	257	113%	▲
Admits	438	83	428%	▲
Discharges	194	134	45%	▲
Service Hours	9,513	6,662	43%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	54%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	49%	64%
SA Screen Complete	49%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	11%	65%	49%	-54% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		36	6%	20%	10%	-14% ▼
Stable Living Situation		248	43%	80%	86%	-37% ▼
Social Support		5	1%	60%	61%	-59% ▼
Improved/Maintained Axis V GAF Score		177	36%	95%	49%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		341	90%	90%	97%	0%

### 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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	231	297	-22% ▼
Admits	18	154	-88% ▼
Discharges	231	88	163% ▲
Service Hours	784	4,448	-82% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	21%	86%

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

Cooccurring	Actual	State Avg
MH Screen Complete	0%	36%
SA Screen Complete	0%	67%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	95%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		74	32%	50%	74%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		194	84%	95%	77%	-11% ▼
Employed		21	9%	25%	10%	-16% ▼
Social Support		0	0%	60%	58%	-60% ▼
Stable Living Situation		3	1%	85%	84%	-84% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	100%	-90% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    
 ✔ Goal Met    
 ● Below Goal

\* State Avg based on 24 Active Recovery Pathways Programs

# Senior Services

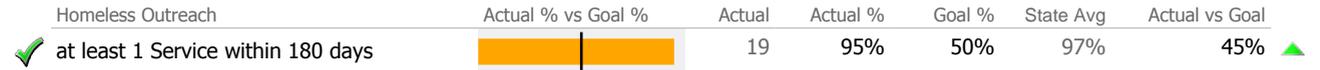
Rushford Center

Addiction - Case Management - Outreach & Engagement

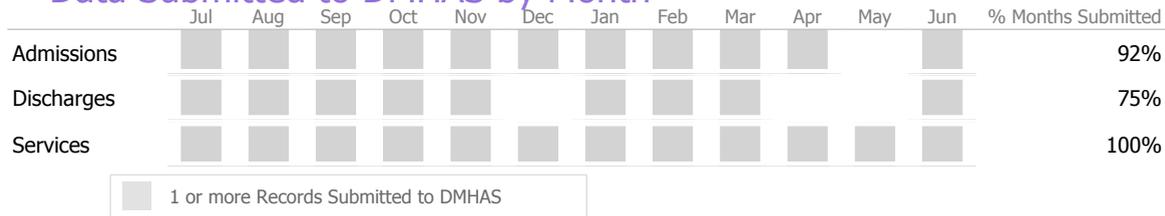
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	27	26%	▲
Admits	25	29	-14%	▼
Discharges	20	10	100%	▲
Service Hours	831	336	147%	▲

## Service Engagement



## Data Submitted to DMHAS by Month



\* State Avg based on 7 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	1	6	-83% ▼
Discharges	1	2	-50% ▼
Service Hours	889	962	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	90%	-85% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	71%	90%	96%	-19% ▼

### 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



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	615	666	-8%
Admits	542	608	-11% ▼
Discharges	521	606	-14% ▼
Service Hours	4,907	5,158	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	94%
Valid TEDS Data	98%	94%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	12%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	99%	96%
SA Screen Complete	Actual	State Avg
SA Screen Complete	99%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	98%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		268	52%	50%	56%	2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		371	55%	55%	56%	0%
✓ Improved/Maintained Axis V GAF Score		496	90%	75%	52%	15% ▲
✓ Not Arrested		506	75%	75%	85%	0%
● Stable Living Situation		615	91%	95%	82%	-4%
● Employed		269	40%	50%	34%	-10%
● Self Help		191	28%	60%	21%	-32% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		141	91%	90%	58%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		425	86%	75%	74%	11% ▲

### 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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs