

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,363	3,763	-11% ▼
	Admits	3,595	3,849	-7%
	Discharges	3,534	3,896	-9%
	Service Hours	31,317	31,728	-1%
	Bed Days	28,962	34,320	-16% ▼
	S.Rehab/PHP/IOP	4,534	1,969	130% ▲

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

Consumer Satisfaction Survey

(Based on 1,257 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Respect		84%	80%	91%
✓ Overall		82%	80%	91%
● Access		79%	80%	88%
● Outcome		72%	80%	83%
● Recovery		69%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,346	30.2%
	Community Support	479	10.8%
	Crisis Services	246	5.5%
	Employment Services	187	4.2%
	Social Rehabilitation	185	4.2%
	Case Management	56	1.3%
	Residential Services	31	0.7%
	Addiction	Residential Services	1,148
Outpatient		618	13.9%
Case Management		31	0.7%
Forensic MH	Forensics Community-based	119	2.7%
	Residential Services	5	0.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	511	15%	15%	Male	2,130	63%	60%	
26-34	837	25%	24%	Female	1,231	37%	40%	
35-44	626	19%	19%	Transgender			0%	
45-54	761	23%	22%	Race	White/Caucasian	2,891	86% ▲	65%
55-64	494	15%	15%		Black/African American	309	9%	16%
65+	133	4%	4%		Other	75	2% ▼	13%
					Unknown	46	1%	3%
Ethnicity	Non-Hispanic	2,606	77%	75%	Asian	20	1%	1%
	Hisp-Puerto Rican	547	16%	12%	Am. Indian/Native Alaskan	15	0%	1%
	Hispanic-Other	113	3%	7%	Multiple Races	7	0%	1%
	Unknown	61	2%	6%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Mexican	31	1%	1%				
Hispanic-Cuban	5	0%	0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	10	70% ▲
Admits	7	3	133% ▲
Discharges	1	-	
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	92%
On-Time Periodic		Actual	State Avg
6 Month Updates		100%	63%
Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		71%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	42%	50% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	82%	60%	69%	22% ▲	
● Stable Living Situation		16	94%	95%	86%	-1%	
● Employed		0	0%	30%	22%	-30% ▼	
● Improved/Maintained Axis V GAF Score		4	33%	75%	53%	-42% ▼	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	86%	N/A ▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	65%	-75% ▼	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,076	1,050	2%
Admits	546	544	0%
Discharges	505	563	-10%
Service Hours	13,260	11,659	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	78%
SA Screen Complete	93%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	45%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		277	55%	50%	42%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		966	82%	60%	69%	22% ▲
✓ Stable Living Situation		1,129	96%	95%	86%	1%
● Employed		244	21%	30%	22%	-9%
● Improved/Maintained Axis V GAF Score		530	53%	75%	53%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		581	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		425	84%	75%	65%	9%

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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44		
Admits	44	-	
Discharges	9	-	
Service Hours	74	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
On-Time Periodic 6 Month Updates	0%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	78%
SA Screen Complete	93%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	18%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	50%	42%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	80%	60%	69%	20% ▲
Stable Living Situation		44	100%	95%	86%	5%
Employed		4	9%	30%	22%	-21% ▼
Improved/Maintained Axis V GAF Score		1	10%	75%	53%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	83%	90%	86%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	59%	75%	65%	-16% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	3	4	-25% ▼
Discharges	3	4	-25% ▼
Bed Days	832	691	20% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width:0%; background-color:gray;"></div>	0	0%	75%	0%	-75% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width:100%; background-color:orange;"></div>	3	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge	<div style="width:0%; background-color:gray;"></div>	N/A	N/A	90%	NaN	N/A

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width:98%; background-color:orange;"></div> 98%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width:100%; background-color:orange;"></div> 100%	100%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	<div style="width:100%; background-color:orange;"></div> 100%	100%
✓ SA Screen Complete	<div style="width:100%; background-color:orange;"></div> 100%	100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	<div style="width:100%; background-color:orange;"></div> 100%	100%
✓ Valid Axis V GAF Score	<div style="width:40%; background-color:orange;"></div> 40%	40%

Recovery

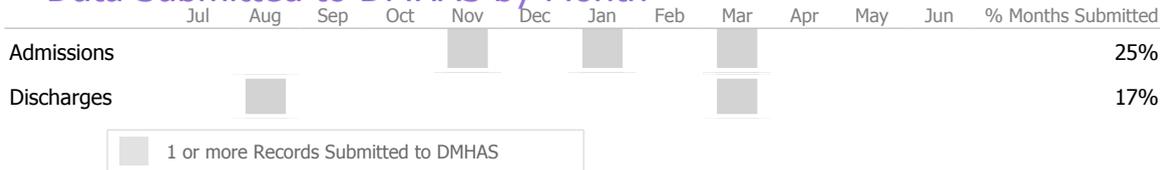
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score	<div style="width:75%; background-color:orange;"></div>	3	75%	75%	75%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width:38%; background-color:lightblue;"></div>	6	317 days	0.5	38%	90%	38%	-52% ▼

■ < 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	187	167	12% ▲
Admits	99	73	36% ▲
Discharges	85	80	6%
Service Hours	1,377	1,042	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		65	34%	35%	39%	-1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	79%	90%	96%	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%
On-Time Periodic	Actual	State Avg
6 Month Updates		89%

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	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

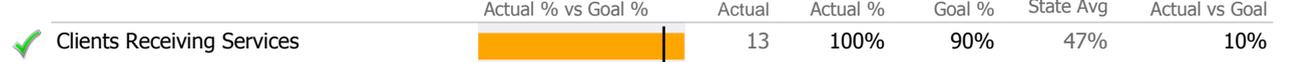
■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	214	-44% ▼
Admits	103	213	-52% ▼
Discharges	110	204	-46% ▼
Service Hours	175	55	

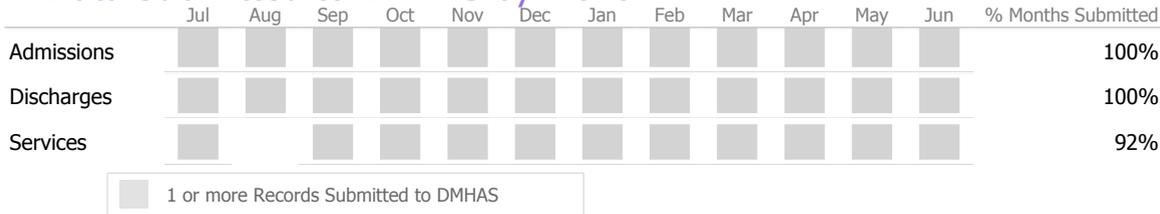
Service Utilization



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	110	126	-13% ▼
Admits	135	140	-4%
Discharges	139	141	-1%
Bed Days	2,228	2,833	-21% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		120	86%	85%	91%	1%
● Follow-up within 30 Days of Discharge		67	75%	90%	73%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	24 days	0.1	61%	90%	85%	-29% ▼

■ < 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

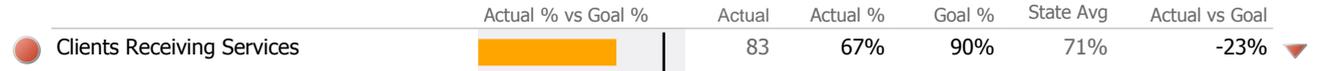
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Respite Bed Programs

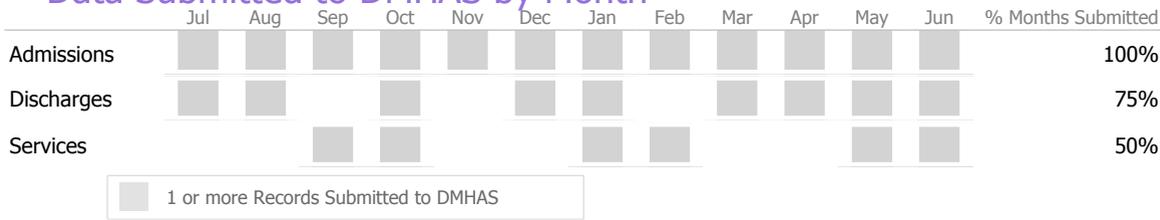
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	185	146	27%	▲
Admits	90	69	30%	▲
Discharges	65	60	8%	
Service Hours	51	1,989	-97%	▼
Social Rehab/PHP/IOP Days	4,534	1,969	130%	▲

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	4	57	-93% ▼
Admits	-	8	-100% ▼
Discharges	4	53	-92% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	84%	-50% ▼

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	250	267	-6%
Admits	118	140	-16% ▼
Discharges	127	138	-8%
Service Hours	4,353	3,955	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	85%	78%
SA Screen Complete	86%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	50%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		49	39%	50%	42%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		220	77%	60%	69%	17% ▲
Stable Living Situation		270	95%	95%	86%	0%
Employed		37	13%	30%	22%	-17% ▼
Improved/Maintained Axis V GAF Score		145	57%	75%	53%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		148	93%	90%	86%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		88	85%	75%	65%	10%

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	■	■	■	■			■	■		■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	15	7	114% ▲
Discharges	9	13	-31% ▼
Bed Days	7,007	6,657	5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	33%	60%	68%	-27% ▼
● Follow-up within 30 Days of Discharge		1	33%	90%	81%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		22	69%	60%	86%	9%
● Stable Living Situation		29	91%	95%	96%	-4%
● Employed		1	3%	25%	8%	-22% ▼
● Improved/Maintained Axis V GAF Score		10	43%	95%	69%	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		89%
Cooccurring	Actual	State Avg
MH Screen Complete		83%
SA Screen Complete		82%
Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		93%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		26	1,310 days	0.3	74%	90%	93%	-16% ▼

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 74 Active Supervised Apartments Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic 6 Month Updates	N/A	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	26%	-20% ▼
Self Help		N/A	N/A	60%	75%	-60% ▼
Stable Living Situation		N/A	N/A	80%	85%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	92%	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%

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	7	10	-30% ▼
Admits	5	11	-55% ▼
Discharges	8	8	0%
Service Hours	46	134	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	N/A	49%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	71%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	12%	50%	53%	-38% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		9	100%	75%	90%	25% ▲
Stable Living Situation		9	100%	95%	90%	5%
Improved/Maintained Axis V GAF Score		6	75%	75%	68%	0%
Abstinence/Reduced Drug Use		2	22%	55%	59%	-33% ▼
Employed		1	11%	50%	44%	-39% ▼
Self Help		0	0%	60%	24%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	100%	90%	83%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	100%	75%	80%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

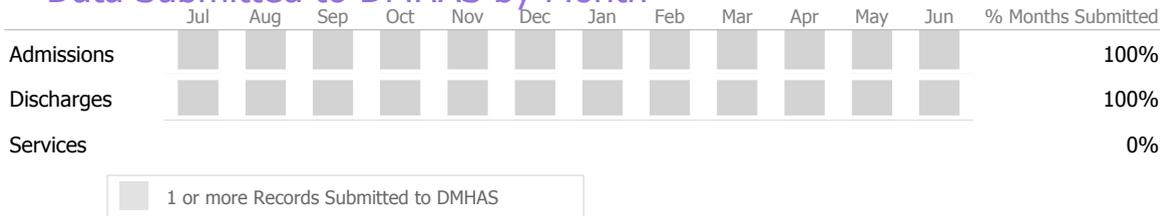
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	138	27% ▲
Admits	218	169	29% ▲
Discharges	218	169	29% ▲
Service Hours	-	-	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		202	93%	75%	64%	18% ▲
● Community Location Evaluation		75	34%	80%	64%	-46% ▼
● Follow-up Service within 48 hours		38	27%	90%	53%	-63% ▼

Data Submitted to DMHAS by Month



▲ > 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	332	343	-3%
Admits	280	307	-9%
Discharges	263	303	-13% ▼
Service Hours	2,229	2,409	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	4%	49%
Cooccurring		
MH Screen Complete	87%	96%
SA Screen Complete	87%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	40%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		188	71%	50%	53%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		237	66%	55%	59%	11% ▲
✓ Not Arrested		308	86%	75%	90%	11% ▲
✓ Employed		209	58%	50%	44%	8%
✓ Stable Living Situation		341	95%	95%	90%	0%
● Self Help		125	35%	60%	24%	-25% ▼
● Improved/Maintained Axis V GAF Score		118	41%	75%	68%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		85	88%	90%	83%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		212	81%	75%	80%	6%

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	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

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%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		89%
Cooccurring	Actual	State Avg
MH Screen Complete		83%
SA Screen Complete		82%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	69%	-95% ▼
Social Support		N/A	N/A	60%	86%	-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 74 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	281	1,369	-79% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	96%	85%	79%	11% ▲

Service Utilization

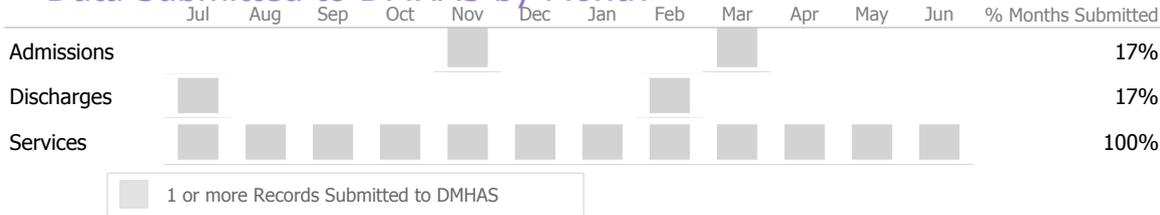
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	95%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	75%	80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	260	41	534% ▲
Admits	267	38	603% ▲
Discharges	246	38	547% ▲
Bed Days	4,755	737	545% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete	93%	97%
SA Screen Complete	93%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	6%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		210	85%	80%	81%	5%
✓ No Re-admit within 30 Days of Discharge		234	95%	85%	94%	10%
● Follow-up within 30 Days of Discharge		107	51%	90%	63%	-39%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		140	52%	70%	65%	-18%
● Self Help		96	36%	60%	71%	-24%
● Improved/Maintained Axis V GAF Score		14	6%	75%	85%	-69%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	21 days	0.0	433%	90%	94%	343%

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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	545	-63% ▼
Admits	166	527	-69% ▼
Discharges	202	526	-62% ▼
Bed Days	3,405	4,946	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	97%
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%	97%
SA Screen Complete	99%	97%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	99%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		189	94%	80%	81%	14% ▲
✓ No Re-admit within 30 Days of Discharge		184	91%	85%	94%	6%
● Follow-up within 30 Days of Discharge		80	42%	90%	63%	-48% ▼

Recovery

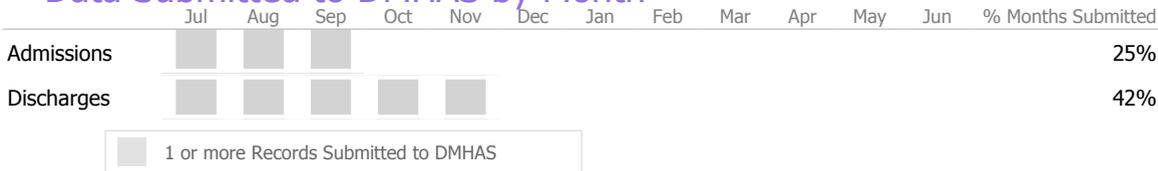
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		194	96%	75%	85%	21% ▲
✓ Self Help		160	79%	60%	71%	19% ▲
● Abstinence/Reduced Drug Use		111	55%	70%	65%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		39	20 days	0.2	57%	90%	94%	-33% ▼

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	78	24	225% ▲
Admits	64	23	178% ▲
Discharges	60	9	567% ▲
Bed Days	5,574	2,920	91% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	0%	8%
Cooccurring		
MH Screen Complete	95%	89%
SA Screen Complete	95%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	21%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		55	92%	70%	67%	22% ▲
✓ No Re-admit within 30 Days of Discharge		56	93%	85%	92%	8%
● Follow-up within 30 Days of Discharge		37	67%	90%	60%	-23% ▼

Recovery

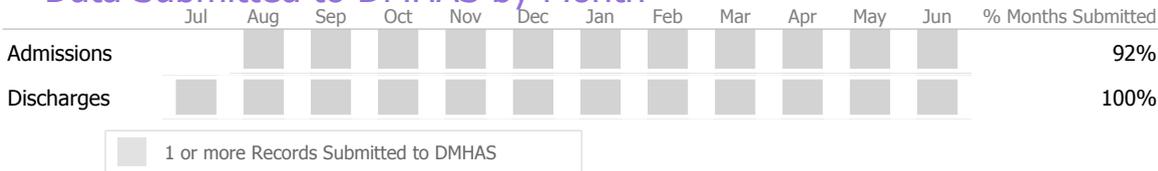
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		62	78%	70%	78%	8%
● Improved/Maintained Axis V GAF Score		12	20%	95%	85%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	140 days	0.0	305%	90%	100%	215% ▲

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	102	-87% ▼
Admits	-	84	-100% ▼
Discharges	13	92	-86% ▼
Bed Days	651	1,874	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	99%
Valid TEDS Data	98%	100%
On-Time Periodic		
6 Month Updates	N/A	8%
Cooccurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	100%	70%	67%	30% ▲
● No Re-admit within 30 Days of Discharge		10	77%	85%	92%	-8%
● Follow-up within 30 Days of Discharge		8	62%	90%	60%	-28% ▼

Recovery

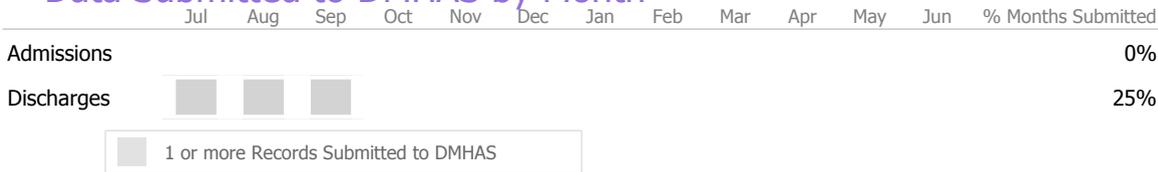
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		13	100%	70%	78%	30% ▲
✓ Improved/Maintained Axis V GAF Score		13	100%	95%	85%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		21	88 days	1.6	34%	90%	100%	-56% ▼

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	932	987	-6%
Admits	1,047	1,072	-2%
Discharges	1,051	1,068	-2%
Bed Days	4,510	4,445	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		936	89%	80%	79%	9%
✓ No Re-admit within 30 Days of Discharge		957	91%	85%	85%	6%
● Follow-up within 30 Days of Discharge		496	53%	90%	56%	-37%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
Valid TEDS Data		100%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete		99%
SA Screen Complete		99%
Diagnosis		
✓ Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		93%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	9 days	0.0	77%	90%	87%	-13%

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 8 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	479	457	5%
Admits	142	134	6%
Discharges	167	114	46% ▲
Service Hours	6,838	6,297	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic 6 Month Updates	98%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	83%
SA Screen Complete	82%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	45%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		86	51%	65%	69%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		401	81%	60%	80%	21% ▲
Stable Living Situation		475	96%	80%	92%	16% ▲
Employed		52	11%	20%	12%	-9%
Improved/Maintained Axis V GAF Score		198	47%	95%	60%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		327	100%	90%	98%	10%

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 44 Active CSP Programs

Senior Services

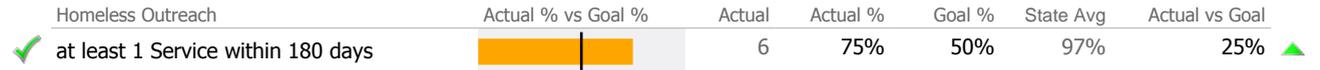
Rushford Center

Addiction - Case Management - Outreach & Engagement

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	38	-18% ▼
Admits	9	25	-64% ▼
Discharges	12	22	-45% ▼
Service Hours	469	517	-9%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 6 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	21	-14% ▼
Admits	1	1	0%
Discharges	2	4	-50% ▼
Service Hours	48	442	-89% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	79%	9%

Service Utilization

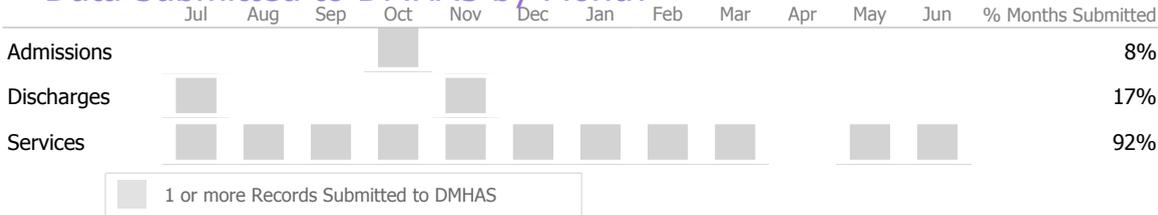
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	81%	90%	95%	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	281	307	-8%
Admits	227	255	-11% ▼
Discharges	232	253	-8%
Service Hours	2,119	1,860	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	93%
On-Time Periodic		
6 Month Updates	92%	49%
Cooccurring		
MH Screen Complete	98%	96%
SA Screen Complete	98%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	47%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		172	74%	50%	53%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		279	94%	75%	90%	19% ▲
Abstinence/Reduced Drug Use		187	63%	55%	59%	8%
Stable Living Situation		291	98%	95%	90%	3%
Employed		149	50%	50%	44%	0%
Improved/Maintained Axis V GAF Score		140	57%	75%	68%	-18% ▼
Self Help		67	22%	60%	24%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	97%	90%	83%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		188	86%	75%	80%	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	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	1	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	65%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	69%
SA Screen Complete	86%	64%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	65%
Valid Axis V GAF Score	14%	35%

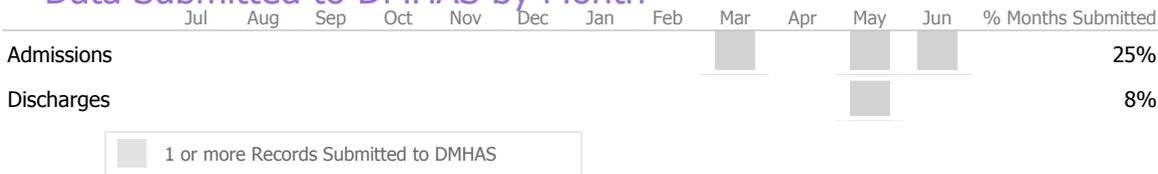
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	56%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	65%	40% ▲
Stable Living Situation		7	100%	80%	82%	20% ▲
Employed		1	14%	20%	12%	-6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 31 Active Standard Case Management Programs