Rushford Center
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,948	3,900	1%	
	Admits	4,910	4,518	9%	
	Discharges	4,967	4,431	12%	▲
	Service Hours	35,485	31,946	11%	▲
	Bed Days	42,771	38,545	11%	▲
	S.Rehab/PHP/IOP	5,379	5,103	5%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,426	28.0%
	Community Support	482	9.5%
	Employment Services	214	4.2%
	Social Rehabilitation	180	3.5%
	Crisis Services	170	3.3%
	Case Management	87	1.7%
	Residential Services	28	0.5%
Addiction			
	Residential Services	1,744	34.2%
	Outpatient	604	11.9%
	Case Management	30	0.6%
Forensic MH			
	Forensics Community-based	116	2.3%
	Residential Services	12	0.2%

Consumer Satisfaction Survey   (Based on 1,883 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		89%	80%	93%
✔	Participation in Treatment		89%	80%	92%
✔	Overall		87%	80%	91%
✔	General Satisfaction		87%	80%	92%
✔	Respect		83%	80%	91%
✔	Access		82%	80%	88%
🔴	Outcome		75%	80%	83%
🔴	Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	582	15%	14%
26-34	1,021	26%	24%
35-44	782	20%	20%
45-54	847	21%	22%
55-64	572	14%	16%
65+	143	4%	5%

Gender	#	%	State Avg
Male	2,527	64%	60%
Female	1,419	36%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,890	73%	74%
Hisp-Puerto Rican	568	14%	13%
Unknown	291	7%	6%
Hispanic-Other	166	4%	7%
Hispanic-Mexican	26	1%	1%
Hispanic-Cuban	7	0%	0%

Race	#	%		State Avg
White/Caucasian	3,437	87%	▲	65%
Black/African American	343	9%		16%
Unknown	105	3%		3%
Other	29	1%	▼	13%
Asian	17	0%		1%
Am. Indian/Native Alaskan	14	0%		1%
Multiple Races	3	0%		1%
Hawaiian/Other Pacific Islander				0%

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

ABI SA Counselor Outpatient Program
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	20	40%	▲
Admits	9	7	29%	▲
Discharges	6	1	500%	▲
Service Hours	401	386	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	70%

Cooccurring		Actual	State Avg
MH Screen Complete		36%	82%
SA Screen Complete		50%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	50%	50%	45%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		24	86%	60%	70%	26%	▲
✓ Improved/Maintained Axis V GAF Score		23	88%	75%	59%	13%	▲
✓ Stable Living Situation		28	100%	95%	86%	5%	
● Employed		1	4%	30%	23%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	95%	90%	90%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		6	67%	75%	65%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪	▪				▪				50%
Discharges	▪		▪							▪		▪	33%
Services			▪	▪	▪	▪	▪	▪			▪		58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

ACCESS Program 303-230
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,114	1,116	0%	
Admits	570	589	-3%	
Discharges	616	541	14%	▲
Service Hours	13,587	13,410	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	70%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		94%	82%
✔ SA Screen Complete		93%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		420	68%	50%	45%	18%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		1,080	86%	60%	70%	26%	▲
✔ Stable Living Situation		1,226	98%	95%	86%	3%	
🔴 Employed		287	23%	30%	23%	-7%	
🔴 Improved/Maintained Axis V GAF Score		778	73%	75%	59%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		634	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		441	83%	75%	65%	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													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

BHH ADULT NAE
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	127	46	176%	▲
Admits	113	47	140%	▲
Discharges	72	20	260%	▲
Service Hours	705	79		

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	93%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	85%	70%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	94%	82%
✓	SA Screen Complete	93%	81%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		56	78%	50%	45%	28%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		112	80%	60%	70%	20%	▲
✓	Stable Living Situation		136	97%	95%	86%	2%	
✓	Improved/Maintained Axis V GAF Score		80	82%	75%	59%	7%	
🔴	Employed		16	11%	30%	23%	-19%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		68	100%	90%	90%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		75	73%	75%	65%	-2%

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 92 Active Standard Outpatient Programs

BHH CHILDREN Program
Rushford Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

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 39 Active Outreach & Engagement Programs

Camp Street MH Intensive Forensic Residential Prog
Rushford Center
Forensic MH - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	9	33%	▲
Admits	8	6	33%	▲
Discharges	7	5	40%	▲
Bed Days	2,108	1,794	18%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		100%	100%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	100%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		67%	67%
✔ SA Screen Complete		67%	67%

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		6	86%	75%	86%	11%	▲
🔴	No Re-admit within 30 Days of Discharge		4	57%	85%	57%	-28%	▼
✔	Follow-up within 30 Days of Discharge		6	100%	90%	100%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		10	91%	75%	91%	16%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		6	334 days	0.2	96%	90%	96%	6%

▨ < 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	▨	▨		▨		▨	▨	▨					50%
Discharges	▨		▨	▨	▨		▨						42%

▨ 1 or more Records Submitted to DMHAS
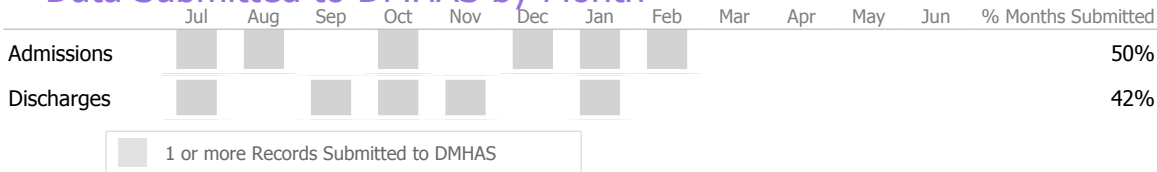
▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 1 Active MH Intensive Res. Rehabilitation Programs

Career Development Svs 303-270
Rushford Center
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	214	189	13%	▲
Admits	119	102	17%	▲
Discharges	147	92	60%	▲
Service Hours	1,282	1,401	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		78	35%	35%	43%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		76	89%	90%	97%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	92%

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
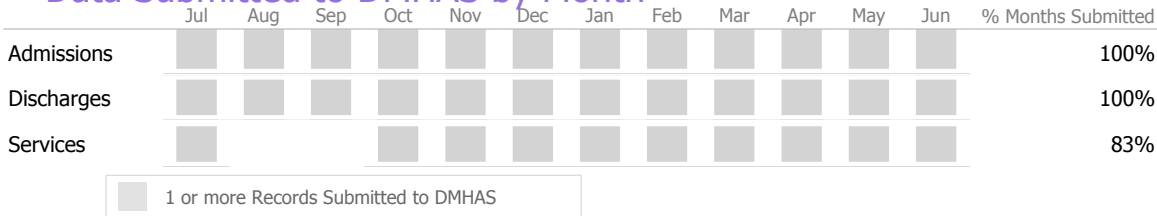
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs
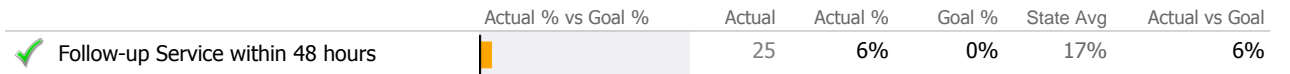
Court Diversion Program303-295
Rushford Center
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	119	-3%	
Admits	114	103	11%	▲
Discharges	109	110	-1%	
Service Hours	200	175	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	84%	90%	46%	-6%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		25	6%	0%	17%	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	▢	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS
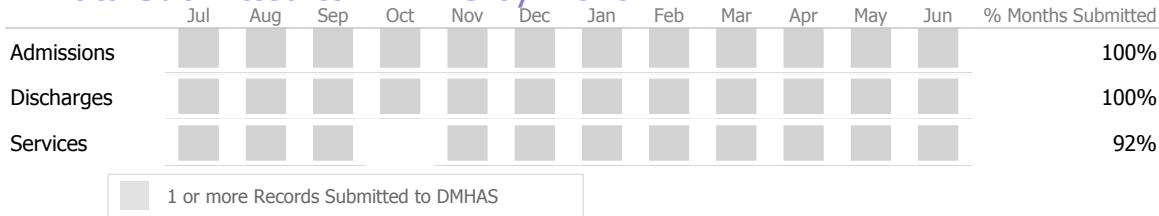
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Crisis/Respite Program 303-200
Rushford Center
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	110	-15%	▼
Admits	109	135	-19%	▼
Discharges	103	139	-26%	▼
Bed Days	2,168	2,228	-3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	No Re-admit within 30 Days of Discharge		95	92%	85%	90%	7%
🔴	Follow-up within 30 Days of Discharge		59	81%	90%	81%	-9%

Bed Utilization

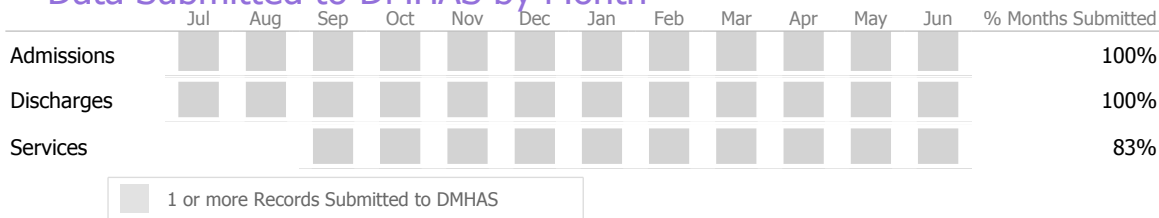|		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		10	24 days	0.1	59%	90%	62%	-31%	▼

	< 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 10 Active Respite Bed Programs

Friendship Club 303-280
Rushford Center
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	180	171	5%	
Admits	85	94	-10%	
Discharges	108	73	48%	▲
Service Hours	41	58	-29%	▼
Social Rehab/PHP/IOP Days	5,379	5,103	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services	▬▬▬	76	93%	90%	78%	3%

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
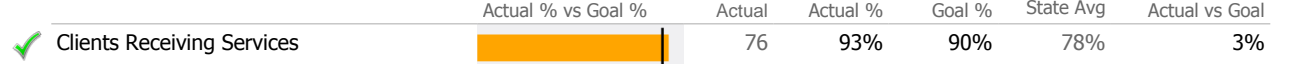
* State Avg based on 35 Active Social Rehabilitation Programs

Homeless Case Management303-294
Rushford Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	9	200%	▲
Admits	25	5	400%	▲
Discharges	18	4	350%	▲
Service Hours	194	24		

Service Engagement
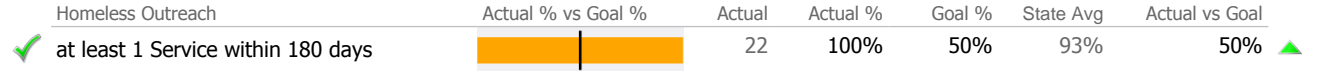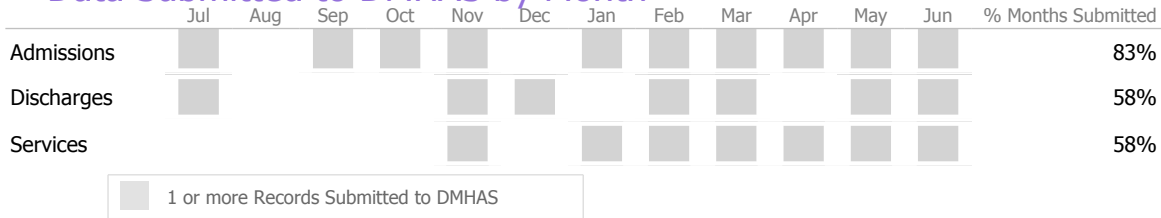
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		22	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢		▢	▢	▢	▢	▢	▢	83%
Discharges	▢				▢	▢		▢	▢		▢	▢	58%
Services					▢		▢	▢	▢	▢	▢	▢	58%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Latino Clinical Prog.OP303-211
Rushford Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	232	253	-8%	
Admits	102	124	-18%	▼
Discharges	104	137	-24%	▼
Service Hours	3,879	4,325	-10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	93%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	81%	70%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	91%	82%
✓	SA Screen Complete	90%	81%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		49	47%	50%	45%	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		210	82%	60%	70%	22%	▲
✓ Stable Living Situation		248	97%	95%	86%	2%	
🔴 Improved/Maintained Axis V GAF Score		164	74%	75%	59%	-1%	
🔴 Employed		37	15%	30%	23%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		151	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		86	90%	75%	65%	15%	▲

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 92 Active Standard Outpatient Programs

Meriden Independent Lvg303-265
Rushford Center
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	31	-19%	▼
Admits	4	16	-75%	▼
Discharges	8	11	-27%	▼
Bed Days	7,001	7,151	-2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	38%	60%	68%	-22%	▼
✓	Follow-up within 30 Days of Discharge		3	100%	90%	78%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		20	80%	60%	86%	20%	▲
✓	Stable Living Situation		25	100%	95%	97%	5%	
🔴	Employed		3	12%	25%	7%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		20	87%	95%	69%	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	87%	84%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	86%
✓	SA Screen Complete	100%	85%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	100%	96%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	1,358 days	0.3	91%	90%	94%	1%
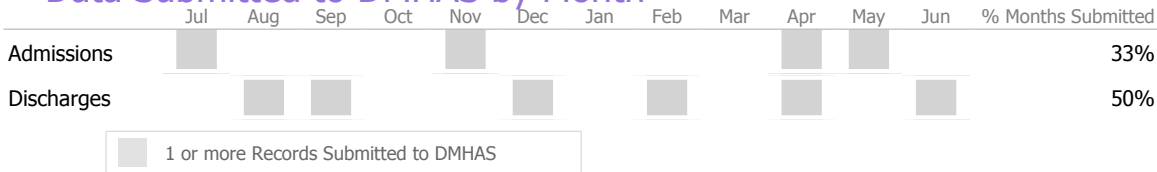
< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													50%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

MISA Case Management 925721
Rushford Center
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	50%	53%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		2	100%	20%	24%	80%	▲
✓	Self Help		2	100%	60%	66%	40%	▲
✓	Stable Living Situation		2	100%	80%	84%	20%	▲

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	68%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		N/A	N/A	90%	91%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												▪	8%
Discharges												▪	8%
Services													0%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 14 Active Standard Case Management Programs

MISA Outpatient 925200
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	5	8	-38%	▼
Discharges	8	9	-11%	▼
Service Hours	59	50	19%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	95%
✔ Valid TEDS Data		100%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	44%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	96%
✔ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		5	62%	50%	54%	12%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		8	100%	75%	69%	25%	▲
✔	Not Arrested		8	100%	75%	87%	25%	▲
✔	Self Help		6	75%	60%	30%	15%	▲
●	Abstinence/Reduced Drug Use		4	50%	55%	58%	-5%	
●	Stable Living Situation		7	88%	95%	88%	-7%	
●	Employed		0	0%	50%	44%	-50%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	81%	N/A	▼

Service Engagement

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪									33%
Discharges	▪			▪	▪	▪					▪		42%
Services	▪		▪	▪	▪		▪		▪	▪			58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 113 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
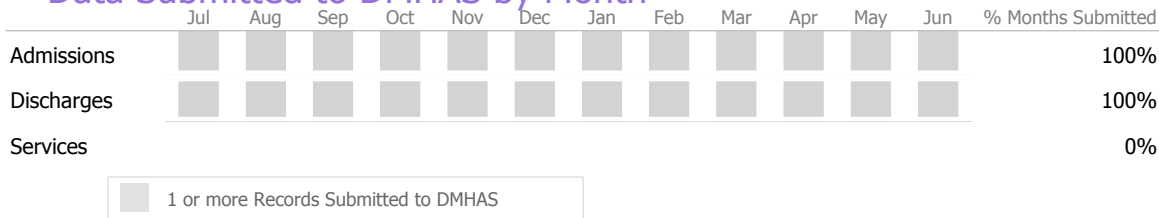Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	175	-45%	▼
Admits	111	218	-49%	▼
Discharges	111	218	-49%	▼
Service Hours	-	-		

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		104	94%	75%	69%	19%	▲
●	Community Location Evaluation		68	61%	80%	75%	-19%	▼
●	Follow-up Service within 48 hours		16	38%	90%	61%	-52%	▼

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													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

Outpatient 925202
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	351	407	-14%	▼
Admits	322	371	-13%	▼
Discharges	301	376	-20%	▼
Service Hours	2,236	2,228	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		207	69%	50%	54%	19%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		351	89%	75%	87%	14%	▲
✔	Abstinence/Reduced Drug Use		251	64%	55%	58%	9%	
✔	Employed		218	55%	50%	44%	5%	
✔	Stable Living Situation		380	96%	95%	88%	1%	
●	Improved/Maintained Axis V GAF Score		215	67%	75%	69%	-8%	
●	Self Help		128	32%	60%	30%	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	95%
✔	Valid TEDS Data	100%	91%

On-Time Periodic		Actual	State Avg
	6 Month Updates	23%	44%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	97%	96%
✔	SA Screen Complete	97%	96%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	100%	96%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		86	91%	90%	81%	1%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		228	79%	75%	75%	4%

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 113 Active Standard Outpatient Programs

Parker North
Rushford Center
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	8	-38%	▼
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼
Bed Days	1,825	1,266	44%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		40%	84%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	86%
SA Screen Complete		N/A	85%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		5	100%	60%	86%	40%	▲
✔ Improved/Maintained Axis V GAF Score		5	100%	95%	69%	5%	
✔ Stable Living Situation		5	100%	95%	97%	5%	
🔴 Employed		0	0%	25%	7%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		5	597 days	0.3	100%	90%	94%	10%

▢ < 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													0%
Discharges													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 70 Active Supervised Apartments 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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	28	-11%	▼
Admits	-	3	-100%	▼
Discharges	2	3	-33%	▼
Service Hours	442	287	54%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		25	100%	85%	85%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		70%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▢					▢						17%
Services	▢				▢	▢	▢	▢	▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Res Intensive (DMHAS) 925601
Rushford Center
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)
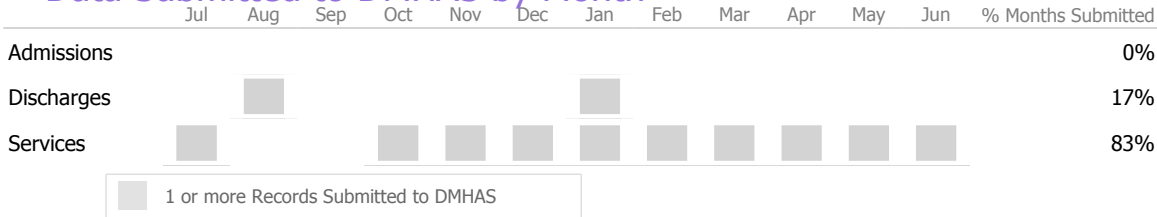
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	739	367	101%	▲
Admits	786	345	128%	▲
Discharges	785	343	129%	▲
Bed Days	13,736	6,668	106%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		613	78%	80%	78%	-2%	
✓	No Re-admit within 30 Days of Discharge		705	90%	85%	91%	5%	
🔴	Follow-up within 30 Days of Discharge		347	57%	90%	64%	-33%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	97%
✓	Valid TEDS Data	100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	50%

Cooccurring		Actual	State Avg
MH Screen Complete		94%	96%
SA Screen Complete		94%	96%

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	
✓	Self Help		694	84%	60%	80%	24%	▲
✓	Improved/Maintained Axis V GAF Score		742	95%	75%	89%	20%	▲
🔴	Abstinence/Reduced Drug Use		476	58%	70%	65%	-12%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		39	20 days	0.0	109%	90%	97%	19%	▲

	< 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

Resid. Med. Monit. Detox925600
Rushford Center
Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,426	1,306	9%	
Admits	1,726	1,519	14%	▲
Discharges	1,730	1,522	14%	▲
Bed Days	6,463	6,481	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1,390	80%	80%	77%	0%	
✓	No Re-admit within 30 Days of Discharge		1,485	86%	85%	83%	1%	
🔴	Follow-up within 30 Days of Discharge		819	59%	90%	56%	-31%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	99%
✓	Valid TEDS Data	100%	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%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		19	4 days	0.0	93%	90%	86%	3%

■ < 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 8 Active Medically Monitored Detox 3.7D Programs

Rushford Community Support/RP Program
Rushford Center
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	482	483	0%	▼
Admits	164	143	15%	▲
Discharges	152	171	-11%	▼
Service Hours	9,772	6,874	42%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		88%	93%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		89%	88%
✔ SA Screen Complete		87%	87%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		69	45%	65%	69%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		414	84%	60%	81%	24%	▲
✔ Stable Living Situation		471	96%	80%	92%	16%	▲
🔴 Employed		46	9%	20%	13%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		322	76%	95%	69%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		332	97%	90%	99%	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 48 Active CSP Programs

Senior Services
Rushford Center
Addiction - Case Management - Outreach & Engagement

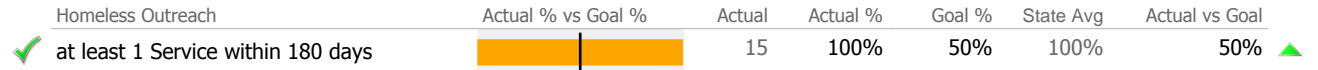Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
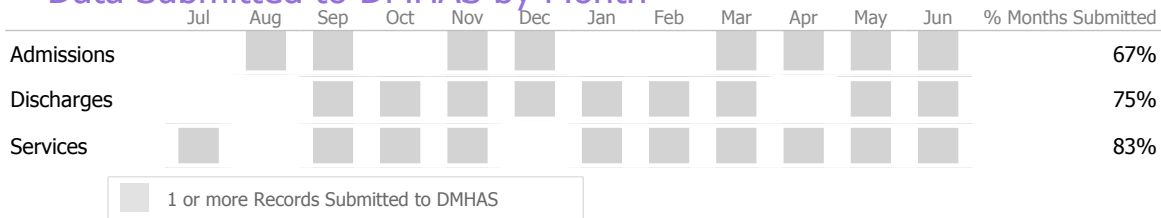Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	26	8%	
Admits	19	12	58%	▲
Discharges	19	16	19%	▲
Service Hours	630	469	34%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		15	100%	50%	100%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢		▢	▢			▢	▢	▢	▢	67%
Discharges			▢	▢	▢		▢	▢	▢		▢	▢	75%
Services	▢		▢	▢	▢		▢	▢	▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✔ Goal Met	● Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

Shelter Plus Care 303-292
Rushford Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	19	32%	▲
Admits	8	2	300%	▲
Discharges	-	2	-100%	▼
Service Hours	332	53		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	88%	85%	85%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	97%	2%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		84%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▫	▫	▫	▫	▫								42%
Discharges													0%
Services	▫			▫	▫	▫	▫	▫	▫	▫	▫	▫	83%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Stone Haven 925400
Rushford Center
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	145	49	196%	▲
Admits	125	36	247%	▲
Discharges	117	25	368%	▲
Bed Days	9,470	2,279	316%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		98	84%	70%	70%	14%	▲
✓	No Re-admit within 30 Days of Discharge		104	89%	85%	91%	4%	
●	Follow-up within 30 Days of Discharge		43	44%	90%	63%	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	98%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	14%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	96%	96%
✓	SA Screen Complete	98%	96%

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
✓	Abstinence/Reduced Drug Use		106	71%	70%	74%	1%
●	Improved/Maintained Axis V GAF Score		103	88%	95%	85%	-7%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		26	77 days	0.1	101%	90%	76%	11%	▲

■ < 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

Turning Point OP 560200
Rushford Center
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	247	313	-21%	▼
Admits	193	253	-24%	▼
Discharges	207	267	-22%	▼
Service Hours	1,722	2,128	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	95%
✔	Valid TEDS Data	99%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	82%	44%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	99%	96%
✔	SA Screen Complete	99%	96%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		127	61%	50%	54%	11%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		240	93%	75%	87%	18%	▲
✔	Abstinence/Reduced Drug Use		150	58%	55%	58%	3%	
✔	Stable Living Situation		246	95%	95%	88%	0%	
🔴	Employed		120	46%	50%	44%	-4%	
✔	Improved/Maintained Axis V GAF Score		172	79%	75%	69%	4%	
🔴	Self Help		85	33%	60%	30%	-27%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		54	100%	90%	81%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		161	88%	75%	75%	13%	▲

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 113 Active Standard Outpatient Programs

YAS CM Program
Rushford Center
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	8	50%	▲
Admits	7	8	-13%	▼
Discharges	6	1	500%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		86%	73%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		89%	52%
✔ SA Screen Complete		89%	50%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	60%
✔ Valid Axis V GAF Score		100%	38%

Discharge Outcomes
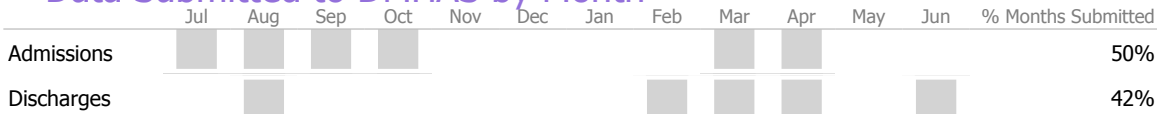
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		4	67%	50%	58%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		13	93%	60%	68%	33%	▲
✔ Employed		3	21%	20%	10%	1%	
✔ Stable Living Situation		12	86%	80%	85%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢					▢	▢			50%
Discharges		▢						▢	▢	▢	▢		42%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs