

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,612	2,520	4%
	Admits	2,425	1,936	25% ▲
	Discharges	2,492	2,005	24% ▲
	Service Hours	14,734	15,420	-4%
	Bed Days	19,646	16,334	20% ▲
	S.Rehab/PHP/IOP	2,914	2,287	27% ▲

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%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,175	34.3%
	Community Support	394	11.5%
	Employment Services	165	4.8%
	Social Rehabilitation	144	4.2%
	Crisis Services	84	2.5%
	Case Management	71	2.1%
	Residential Services	25	0.7%
	Addiction	Residential Services	918
Outpatient		347	10.1%
Case Management		19	0.6%
Forensic MH	Forensics Community-based	73	2.1%
	Residential Services	9	0.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	325	12%	13%	Male	1,623	62%	59%	
26-34	604	23%	23%	Female	988	38%	41%	
35-44	498	19%	19%	Transgender			0%	
45-54	598	23%	22%	Race	White/Caucasian	2,279	87% ▲	65%
55-64	468	18%	17%		Black/African American	246	9%	16%
65+	119	5%	5%		Other	33	1% ▼	13%
					Unknown	27	1%	3%
Ethnicity	Non-Hispanic	1,992	76%	74%	Asian	15	1%	1%
	Hisp-Puerto Rican	434	17%	12%	Am. Indian/Native Alaskan	10	0%	1%
	Hispanic-Other	120	5%	7%	Multiple Races	2	0%	1%
	Unknown	37	1%	6%	Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican	21	1%	1%					
Hispanic-Cuban	8	0%	0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	15	73%	▲
Admits	7	2	250%	▲
Discharges	4	1	300%	▲
Service Hours	177	152	17%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	88%	83%
SA Screen Complete	88%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	50%	39%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	81%	60%	66%	21% ▲
Stable Living Situation		26	100%	95%	82%	5%
Improved/Maintained Axis V GAF Score		17	89%	75%	49%	14% ▲
Employed		1	4%	30%	20%	-26% ▼

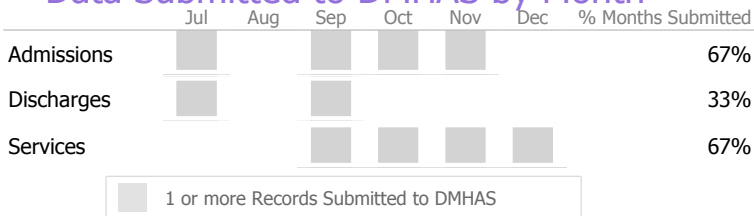
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	86%	75%	64%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	909	890	2%
Admits	277	305	-9%
Discharges	303	266	14% ▲
Service Hours	5,852	6,283	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	83%
SA Screen Complete	92%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	97%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		208	69%	50%	39%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		805	85%	60%	66%	25% ▲
Stable Living Situation		931	98%	95%	82%	3%
Employed		202	21%	30%	20%	-9%
Improved/Maintained Axis V GAF Score		598	77%	75%	49%	2%

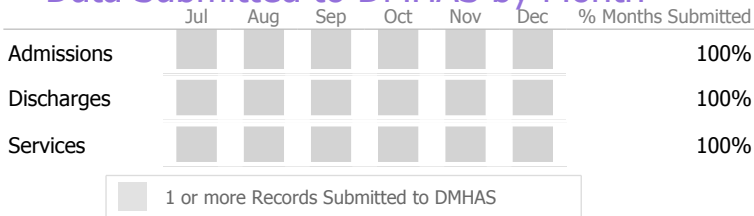
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		647	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		220	82%	75%	64%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	1	7700% ▲
Admits	54	1	5300% ▲
Discharges	34	1	3300% ▲
Service Hours	303	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	83%
SA Screen Complete	90%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	71%	50%	39%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		62	77%	60%	66%	17% ▲
Stable Living Situation		80	99%	95%	82%	4%
Employed		9	11%	30%	20%	-19% ▼
Improved/Maintained Axis V GAF Score		37	76%	75%	49%	1%

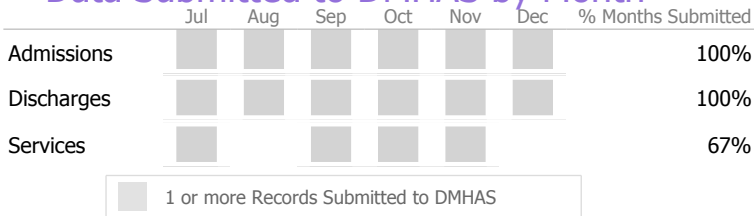
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	96%	90%	79%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	66%	75%	64%	-9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

 > 10% Over
  < 10% Under

 Actual
 |
  Goal
  Goal Met
  Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	6	50% ▲
Admits	6	4	50% ▲
Discharges	4	3	33% ▲
Bed Days	993	544	83% ▲

Data Submission Quality

Data Entry	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	82%	82%
SA Screen Complete	82%	82%
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		3	75%	75%	75%	0%
● No Re-admit within 30 Days of Discharge		2	50%	85%	50%	-35% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	100%	10%

Recovery

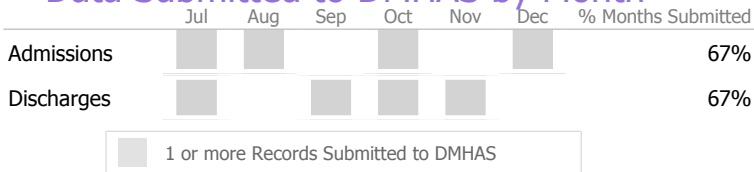
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		5	100%	75%	100%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	273 days	0.4	90%	90%	90%	0%

■ < 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	165	130	27% ▲
Admits	63	37	70% ▲
Discharges	77	32	141% ▲
Service Hours	574	714	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		62	38%	35%	44%	3%

Service Utilization

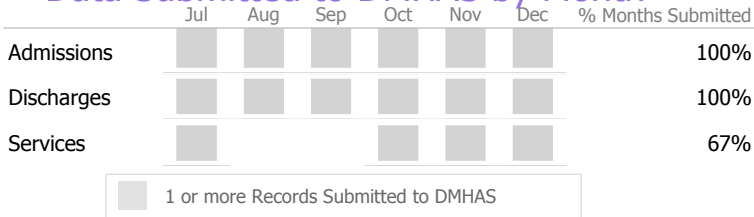
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	78%	90%	94%	-12% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	98%	89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

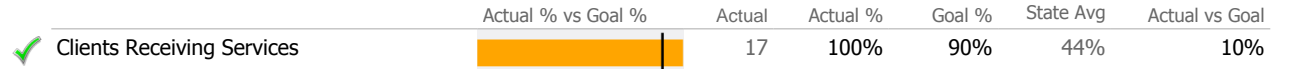
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

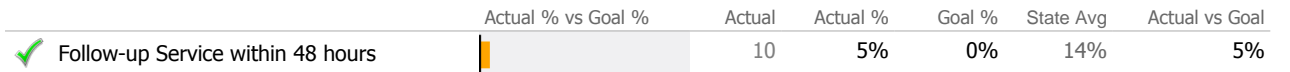
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	81	-10%
Admits	63	63	0%
Discharges	59	70	-16% ▼
Service Hours	97	87	12% ▲

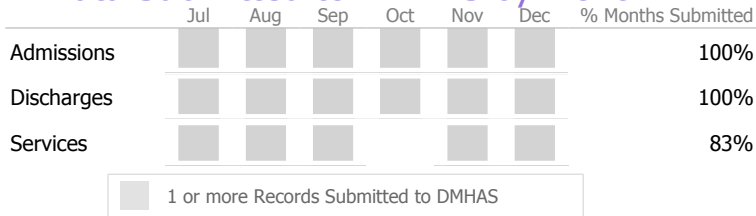
Service Utilization



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	55	64	-14% ▼
Admits	58	68	-15% ▼
Discharges	54	74	-27% ▼
Bed Days	965	1,165	-17% ▼

Discharge Outcomes

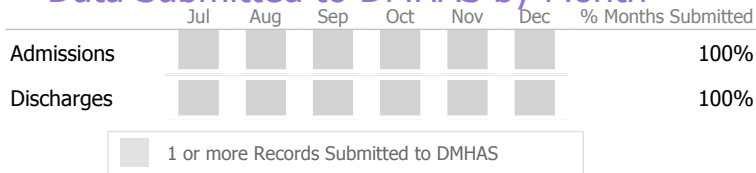
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		48	89%	85%	90%	4%
● Follow-up within 30 Days of Discharge		36	82%	90%	80%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	20 days	0.2	52%	90%	63%	-38% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

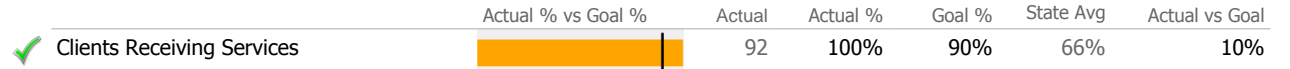
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

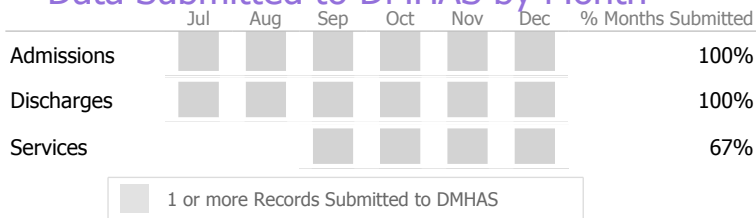
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	124	16% ▲
Admits	41	44	-7%
Discharges	54	25	116% ▲
Service Hours	36	55	-35% ▼
Social Rehab/PHP/IOP Days	2,914	2,287	27% ▲

Service Utilization



Data Submitted to DMHAS by Month

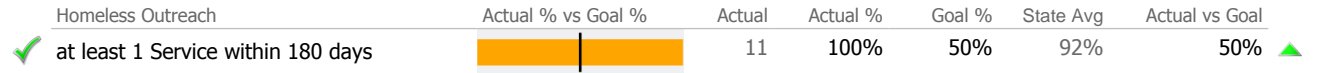


* State Avg based on 37 Active Social Rehabilitation Programs

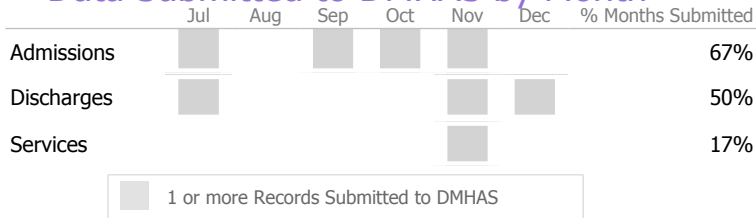
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	4	300% ▲
Admits	11	-	
Discharges	9	4	125% ▲
Service Hours	80	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	222	-12% ▼
Admits	54	71	-24% ▼
Discharges	54	59	-8%
Service Hours	1,715	2,205	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	83%
SA Screen Complete	92%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	48%	50%	39%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		166	81%	60%	66%	21% ▲
Stable Living Situation		203	99%	95%	82%	4%
Improved/Maintained Axis V GAF Score		128	76%	75%	49%	1%
Employed		22	11%	30%	20%	-19% ▼

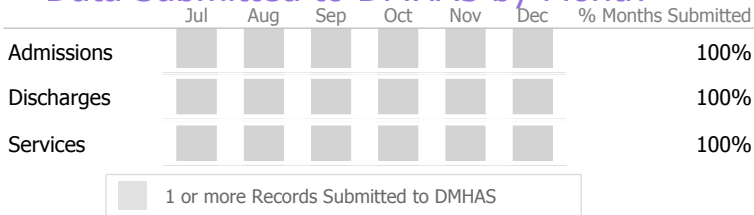
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		152	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		48	89%	75%	64%	14% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	2	5	-60% ▼
Discharges	4	3	33% ▲
Bed Days	3,490	3,112	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
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		2	50%	60%	72%	-10% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	78%	10% ▲

Recovery

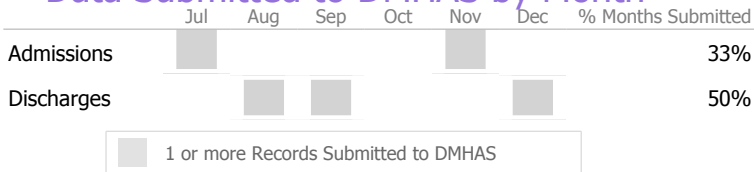
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	82%	60%	86%	22% ▲
Stable Living Situation		22	100%	95%	97%	5%
Improved/Maintained Axis V GAF Score		19	95%	95%	66%	0%
Employed		3	14%	25%	7%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	1,209 days	0.5	90%	90%	93%	0%

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 73 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	98%
On-Time Periodic 6 Month Updates	N/A	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	20%	-20% ▼
Self Help		N/A	N/A	60%	66%	-60% ▼
Stable Living Situation		N/A	N/A	80%	84%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	88%	N/A ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	7	29%	▲
Admits	7	5	40%	▲
Discharges	5	7	-29%	▼
Service Hours	63	39	62%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	100%	92%
On-Time Periodic		
6 Month Updates	N/A	40%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	50%	53%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		9	100%	75%	84%	25% ▲
Self Help		7	78%	60%	24%	18% ▲
Abstinence/Reduced Drug Use		6	67%	55%	53%	12% ▲
Stable Living Situation		9	100%	95%	85%	5%
Improved/Maintained Axis V GAF Score		5	100%	75%	60%	25% ▲
Employed		0	0%	50%	42%	-50% ▼

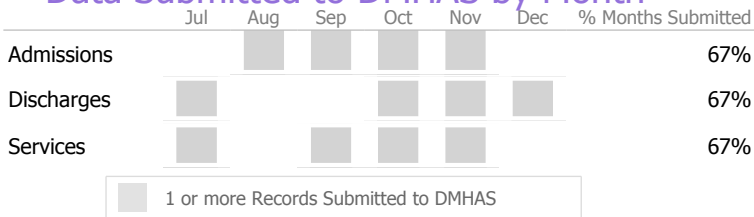
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	75%	90%	74%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	86%	75%	76%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

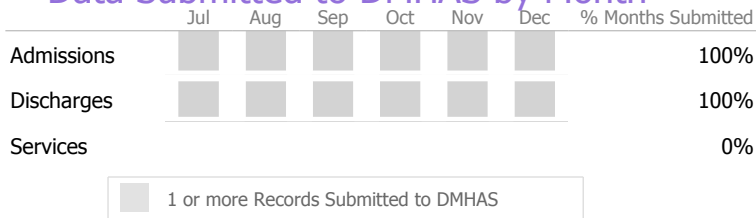
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	101	-64% ▼
Admits	39	118	-67% ▼
Discharges	39	118	-67% ▼
Service Hours	-	-	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		36	90%	75%	67%	15% ▲
● Community Location Evaluation		23	57%	80%	77%	-23% ▼
● Follow-up Service within 48 hours		5	36%	90%	59%	-54% ▼

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	186	203	-8%
Admits	137	141	-3%
Discharges	144	172	-16% ▼
Service Hours	856	1,204	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	100%	92%
On-Time Periodic		
6 Month Updates	100%	40%
Cooccurring		
MH Screen Complete	96%	96%
SA Screen Complete	97%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	99%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		99	69%	50%	53%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		177	87%	75%	84%	12% ▲
Abstinence/Reduced Drug Use		133	65%	55%	53%	10%
Employed		105	51%	50%	42%	1%
Stable Living Situation		195	96%	95%	85%	1%
Improved/Maintained Axis V GAF Score		113	77%	75%	60%	2%
Self Help		78	38%	60%	24%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	95%	90%	74%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		93	74%	75%	76%	-1%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	3	-100% ▼
Bed Days	920	621	48% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	86%	40% ▲
✓ Improved/Maintained Axis V GAF Score		5	100%	95%	66%	5%
✓ Stable Living Situation		5	100%	95%	97%	5%
● Employed		0	0%	25%	7%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%
Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	416 days	0.5	100%	90%	93%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 73 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7%
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	205	127	61% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	80%	15% ▲

Service Utilization

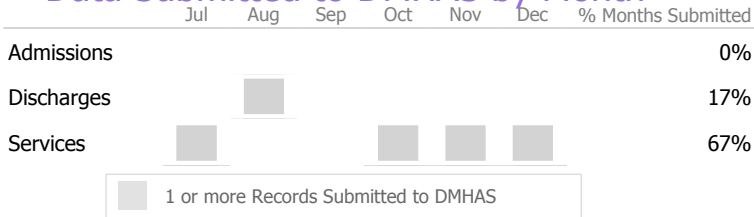
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

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	366	209	75% ▲
Admits	359	177	103% ▲
Discharges	359	210	71% ▲
Bed Days	6,022	3,571	69% ▲

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	N/A

Cooccurring	Actual	State Avg
MH Screen Complete	88%	95%
SA Screen Complete	90%	96%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		283	79%	80%	79%	-1%
No Re-admit within 30 Days of Discharge		321	89%	85%	91%	4%
Follow-up within 30 Days of Discharge		160	57%	90%	62%	-33%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		316	80%	60%	74%	20% ▲
Improved/Maintained Axis V GAF Score		348	97%	75%	81%	22% ▲
Abstinence/Reduced Drug Use		189	48%	70%	57%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		39	18 days	0.1	94%	90%	114%	4%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	751	563	33% ▲
Admits	827	585	41% ▲
Discharges	827	592	40% ▲
Bed Days	3,004	2,687	12% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		669	81%	80%	77%	1%
✓ No Re-admit within 30 Days of Discharge		715	86%	85%	85%	1%
● Follow-up within 30 Days of Discharge		381	57%	90%	56%	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
✓ Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	100%
Cooccurring		
✓ MH Screen Complete	99%	99%
✓ SA Screen Complete	99%	99%
Diagnosis		
✓ 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	86%	90%	102%	-4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	394	408	-3%
Admits	68	58	17% ▲
Discharges	55	88	-38% ▼
Service Hours	3,662	3,185	15% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	33%	65%	68%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		330	84%	60%	80%	24% ▲
✓ Stable Living Situation		382	97%	80%	92%	17% ▲
● Employed		40	10%	20%	12%	-10% ▼
● Improved/Maintained Axis V GAF Score		262	78%	95%	61%	-17% ▼

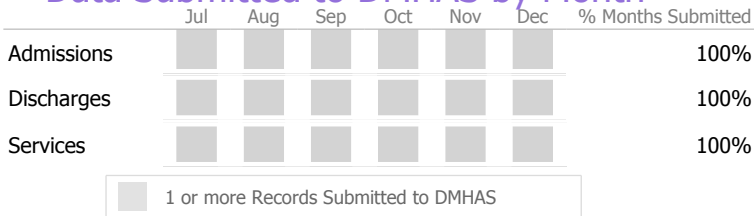
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		335	99%	90%	98%	9%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	87%	90%
SA Screen Complete	85%	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 47 Active CSP Programs

Senior Services

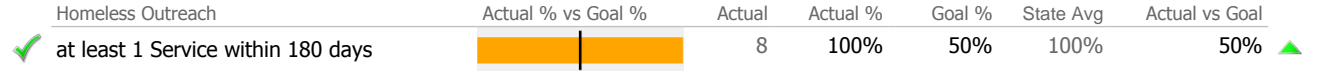
Rushford Center

Addiction - Case Management - Outreach & Engagement

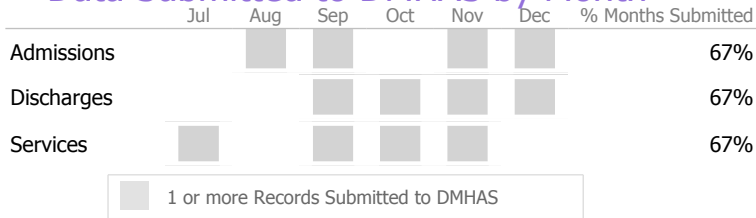
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	24	-21% ▼
Admits	10	11	-9%
Discharges	7	12	-42% ▼
Service Hours	220	278	-21% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	18	17% ▲
Admits	5	1	400% ▲
Discharges	-	2	-100% ▼
Service Hours	123	20	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	86%	85%	80%	1%

Service Utilization

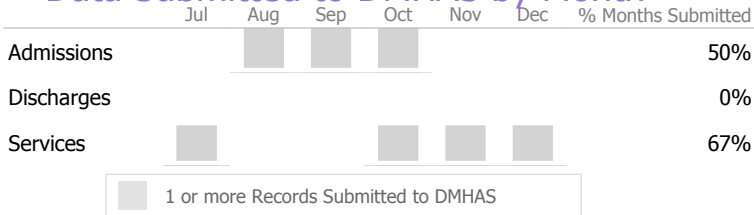
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

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	77	14	450% ▲
Admits	57	1	5600% ▲
Discharges	56	13	331% ▲
Bed Days	4,252	731	482% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		44	79%	70%	71%	9%
✓ No Re-admit within 30 Days of Discharge		49	88%	85%	91%	3%
● Follow-up within 30 Days of Discharge		16	36%	90%	63%	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
✓ Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	N/A	13%
Cooccurring		
✓ MH Screen Complete	94%	94%
✓ SA Screen Complete	98%	95%
Diagnosis		
✓ 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		48	61%	70%	74%	-9%
● Improved/Maintained Axis V GAF Score		47	84%	95%	82%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		26	75 days	0.3	92%	90%	80%	2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	202	-25% ▼
Admits	92	132	-30% ▼
Discharges	113	155	-27% ▼
Service Hours	772	1,072	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	99%	92%
On-Time Periodic		
6 Month Updates	100%	40%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		73	65%	50%	53%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		144	92%	75%	84%	17% ▲
Abstinence/Reduced Drug Use		89	57%	55%	53%	2%
Stable Living Situation		151	97%	95%	85%	2%
Employed		70	45%	50%	42%	-5%
Improved/Maintained Axis V GAF Score		97	78%	75%	60%	3%
Self Help		40	26%	60%	24%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		77	87%	75%	76%	12% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	4	-	
Discharges	1	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	61%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	61%	40% ▲
✓ Stable Living Situation		10	91%	80%	77%	11% ▲
● Employed		2	18%	20%	10%	-2%

Data Submission Quality

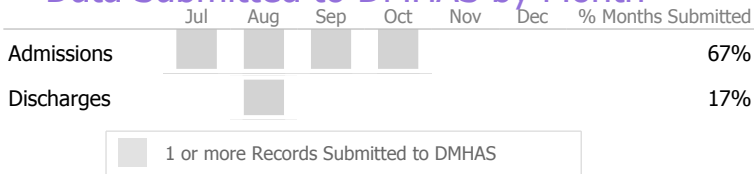
Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		62%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		67%
✓ SA Screen Complete		64%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		60%
✓ Valid Axis V GAF Score		33%

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