River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	828	843	-2%	
	Admits	594	674	-12%	▼
	Discharges	571	634	-10%	
	Service Hours	7,988	12,438	-36%	▼
	Bed Days	1,363	1,987	-31%	▼
	S.Rehab/PHP/IOP	1			

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

Clients by Level of Care

Program Type / Level of Care Type		#	%
Mental Health			
	Community Support	257	21.6%
	Crisis Services	229	19.2%
	Outpatient	173	14.5%
	Social Rehabilitation	111	9.3%
	Other	78	6.6%
	Intake	57	4.8%
	Case Management	49	4.1%
	Employment Services	47	3.9%
	Residential Services	16	1.3%
Forensic MH			
	Forensics Community-based	147	12.4%
Forensic SA			
	Forensics Community-based	26	2.2%

Consumer Satisfaction Survey   (Based on 256 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		95%	80%	92%
✓	Participation in Treatment		94%	80%	92%
✓	Overall		93%	80%	91%
✓	Quality and Appropriateness		93%	80%	93%
✓	Access		92%	80%	88%
✓	Respect		89%	80%	91%
✓	Outcome		84%	80%	83%
✓	Recovery		83%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	98	12%	9%
26-34	148	18%	21%
35-44	140	17%	22%
45-54	119	14%	19%
55-64	199	24%	20%
65+	124	15%	8%

Gender	#	%	State Avg
Male	506	61%	58%
Female	314	38%	42%
Transgender	8	1%	0%

Ethnicity	#	%		State Avg
Non-Hispanic	673	81%	▲	70%
Unknown	86	10%		10%
Hispanic-Other	38	5%		8%
Hisp-Puerto Rican	30	4%		12%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				0%

Race	#	%	State Avg
White/Caucasian	570	69%	62%
Black/African American	133	16%	17%
Other	54	7%	13%
Unknown	49	6%	6%
Asian	9	1%	1%
Am. Indian/Native Alaskan	7	1%	1%
Multiple Races	5	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

BHH ADULT NAE
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

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	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	52%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	75%
SA Screen Complete		N/A	75%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	33%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Social Support		N/A	N/A	60%	60%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

Service Utilization

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

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

CSP/RP Team A
River Valley Services
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	116	-19%	▼
Admits	7	21	-67%	▼
Discharges	9	17	-47%	▼
Service Hours	1,656	2,989	-45%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	80%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	81%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	80%
✓	SA Screen Complete	100%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢		▢		83%
Discharges	▢	▢	▢		▢		67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	89%	65%	59%	24%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		90	96%	80%	88%	16%	▲
✓	Social Support		68	72%	60%	82%	12%	▲
🔴	Employed		8	9%	20%	13%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		84	99%	90%	97%	9%	
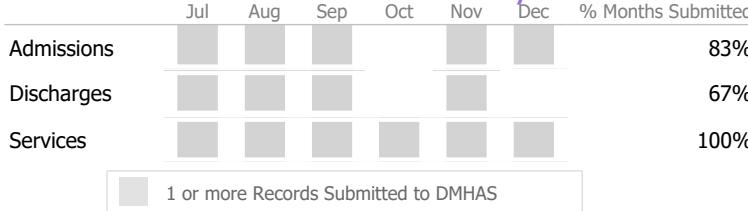
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

CSP/RP Team B
River Valley Services
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	108	-3%	
Admits	14	14	0%	
Discharges	11	8	38%	▲
Service Hours	1,686	2,625	-36%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	80%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	90%	81%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	80%
✓	SA Screen Complete	100%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		7	64%	65%	59%	-1%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		104	99%	80%	88%	19%	▲
✓	Social Support		78	74%	60%	82%	14%	▲
🔴	Employed		14	13%	20%	13%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		94	100%	90%	97%	10%
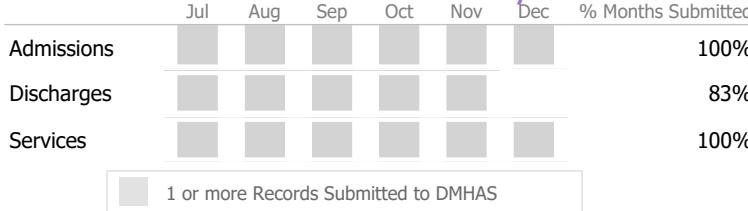
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

CSP/RP Team Lower County
River Valley Services
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	49	22%	▲
Admits	14	2	600%	▲
Discharges	8	3	167%	▲
Service Hours	811	1,540	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	80%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	95%	81%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	80%
✓	SA Screen Complete	100%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪	▪	▪	83%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	62%	65%	59%	-3%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		60	100%	80%	88%	20%	▲
✓	Social Support		42	70%	60%	82%	10%	
🔴	Employed		10	17%	20%	13%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		52	100%	90%	97%	10%	
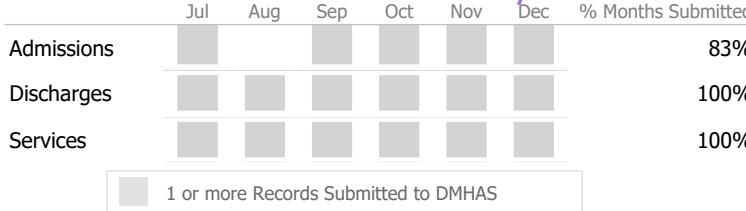
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Employment Services
River Valley Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	50	-6%	
Admits	13	18	-28%	▼
Discharges	8	13	-38%	▼
Service Hours	243	340	-29%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		12	24%	35%	44%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	93%	90%	92%	3%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	89%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪	▪	▪	▪	83%
Discharges		▪	▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	100%

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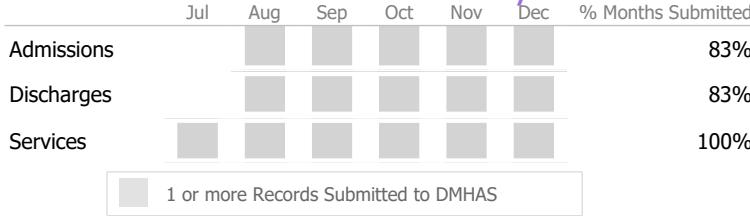
▲ > 10% Over		▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Liaison Monitoring
River Valley Services
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	30	13%	▲
Admits	11	12	-8%	
Discharges	10	15	-33%	▼
Service Hours	102	89	15%	▲

Data Submitted to DMHAS by Month
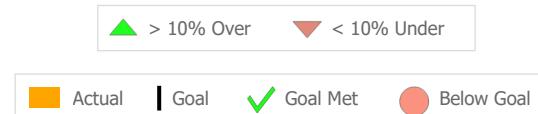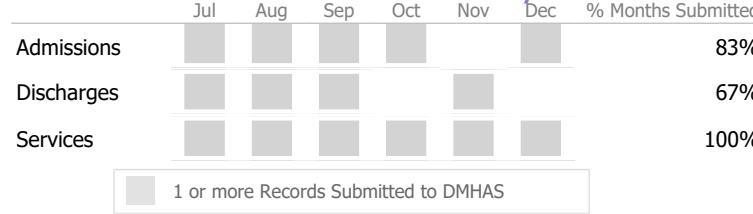
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢		▢	83%
Discharges	▢	▢	▢		▢		67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 15 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Mobile Crisis Monitoring
River Valley Services
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	57	-81%	▼
Admits	1	40	-98%	▼
Discharges	11	52	-79%	▼
Service Hours	3	75	-95%	▼

Data Submitted to DMHAS by Month
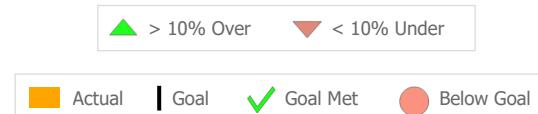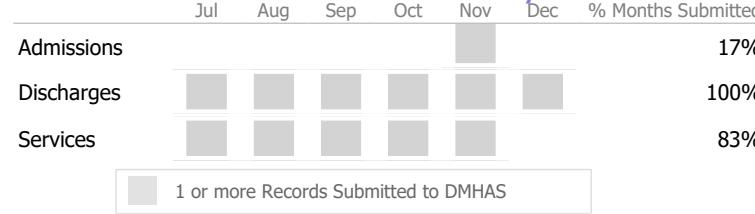
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▣		17%
Discharges	▣	▣	▣	▣	▣	▣	100%
Services	▣	▣	▣	▣	▣		83%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 15 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Outpatient A
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	48	4%	
Admits	6	4	50%	▲
Discharges	-	7	-100%	▼
Service Hours	486	450	8%	

Data Submission Quality

Data Entry		Actual % vs State Avg	Actual	State Avg
✓	Valid NOMS Data		100%	86%

On-Time Periodic			Actual	State Avg
✓	6 Month Updates		98%	52%

Co-occurring			Actual	State Avg
✓	MH Screen Complete		100%	75%
✓	SA Screen Complete		100%	75%

Diagnosis			Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							0%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	33%	N/A

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		43	86%	60%	60%	26%	▲
✓	Stable Living Situation		48	96%	95%	74%	1%	
●	Employed		11	22%	30%	22%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		50	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		6	100%	75%	76%	25%	▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Outpatient B
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	65	9%	
Admits	9	6	50%	▲
Discharges	10	11	-9%	
Service Hours	612	562	9%	

Data Submission Quality

Data Entry	Actual % vs	Actual	State Avg
✓ Valid NOMS Data		98%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	52%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	75%
✓ SA Screen Complete		100%	75%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		7	70%	50%	33%	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		56	78%	60%	60%	18%	▲
✓ Stable Living Situation		70	97%	95%	74%	2%	
● Employed		17	24%	30%	22%	-6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	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		5	56%	75%	76%	-19%	▼
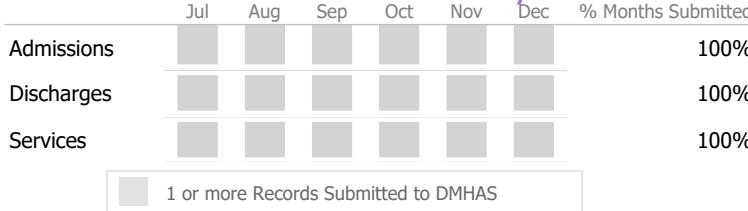
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Outpatient Lower County
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	52	0%	
Admits	6	6	0%	
Discharges	8	2	300%	▲
Service Hours	296	624	-53%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	52%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	75%
✔ SA Screen Complete		100%	75%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪		▪	50%
Discharges	▪		▪	▪			50%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		7	88%	50%	33%	38%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		49	94%	60%	60%	34%	▲
✔	Stable Living Situation		52	100%	95%	74%	5%	
✔	Employed		16	31%	30%	22%	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		44	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		6	100%	75%	76%	25%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS Transitional Residence
River Valley Services
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	2	-	
Discharges	3	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		1	33%	75%	66%	-42%	▼
No Re-admit within 30 Days of Discharge		0	0%	85%	69%	-85%	▼
Follow-up within 30 Days of Discharge		0	0%	90%	76%	-90%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	86%
✓ SA Screen Complete		100%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪			33%
Discharges	▪			▪			33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS Veterans JD Program
River Valley Services
Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	41	-37%	▼
Admits	7	26	-73%	▼
Discharges	15	23	-35%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		4	133%	0%	133%	133%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢		▢	▢	50%
Discharges	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal
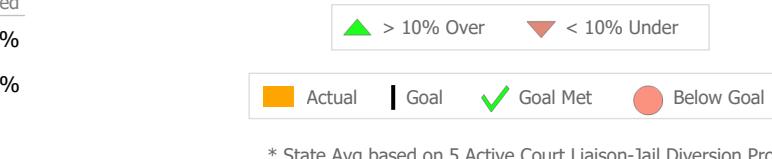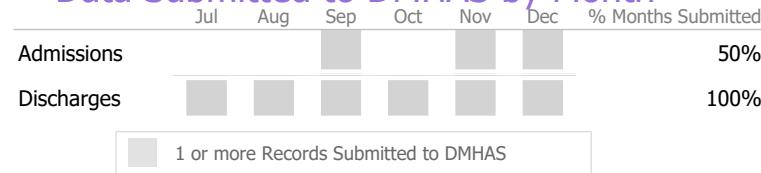
* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/ASIST
River Valley Services
Forensic MH - Forensics Community-based - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	65	-15%	▼
Admits	25	41	-39%	▼
Discharges	20	23	-13%	▼

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 1 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/CRISIS
River Valley Services
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	219	170	29%	▲
Admits	313	251	25%	▲
Discharges	312	251	24%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		273	87%	75%	79%	12%	▲
✓	Community Location Evaluation		302	96%	80%	71%	16%	▲
✓	Follow-up Service within 48 hours		47	100%	90%	69%	10%	
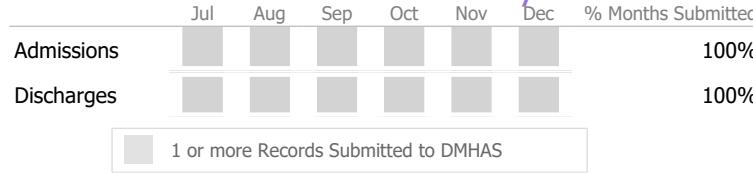
▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

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

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/HOMELESS OUTREACH
River Valley Services
Mental Health - Other - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

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

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 2 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/INTAKE UNIT
River Valley Services
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	50	14%	▲
Admits	54	46	17%	▲
Discharges	53	47	13%	▲
Service Hours	114	93	23%	▲

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
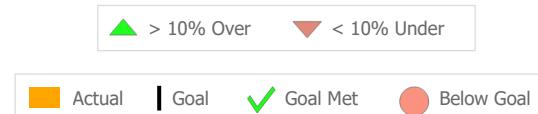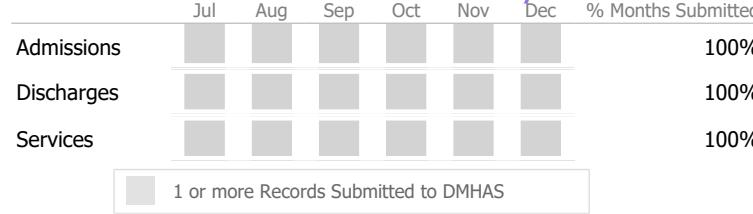
* State Avg based on 17 Active Central Intake Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/JAIL DIVERSION
River Valley Services
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	144	-25%	▼
Admits	58	98	-41%	▼
Discharges	56	102	-45%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		33	83%	0%	61%	82%	▲

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
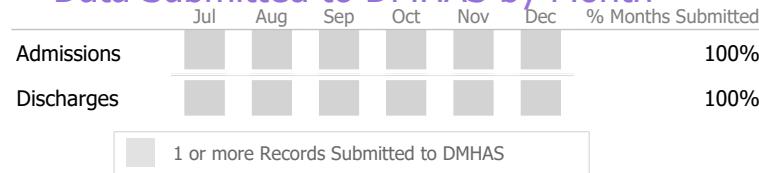
▲ > 10% Over   ▼ < 10% Under
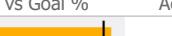
☐ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/RESPITE
River Valley Services
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	38	-32%	▼
Admits	30	41	-27%	▼
Discharges	26	39	-33%	▼
Service Hours	292	555	-47%	▼
Bed Days	634	1,067	-41%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		22	85%	85%	91%	0%
✓	Follow-up within 30 Days of Discharge		15	94%	90%	70%	4%

Bed Utilization
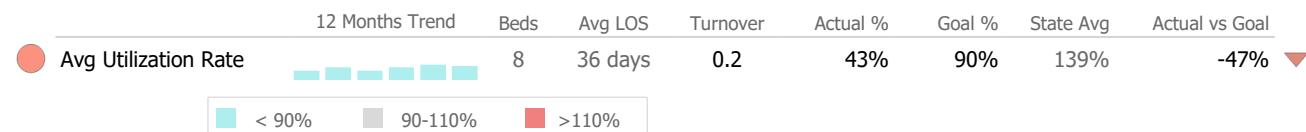
		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		8	36 days	0.2	43%	90%	139%	-47%	▼

■ < 90%   ■ 90-110%   ■ >110%

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
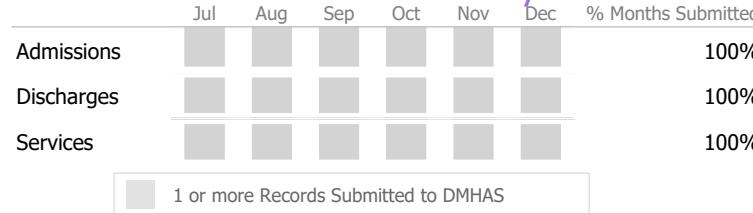
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/WELLNESS & REC CTR
River Valley Services
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	111	0%	
Admits	15	33	-55%	▼
Discharges	5	9	-44%	▼
Service Hours	255	67		
Social Rehab/PHP/IOP Days	1	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		63	59%	90%	57%	-31%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢			50%
Discharges			▢	▢	▢		50%
Services		▢	▢	▢	▢	▢	100%

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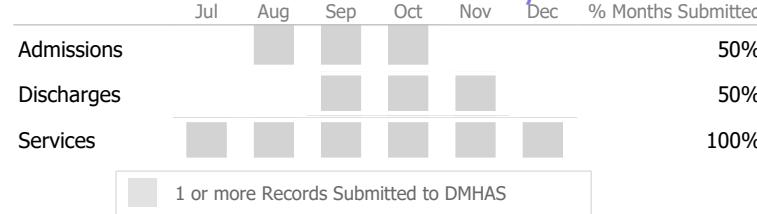
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

RVS/Young Adult Housing
River Valley Services
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	2	-	
Discharges	1	-	
Bed Days	729	920	-21% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		1	100%	60%	79%	40% ▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	75%	-90% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		4	80%	60%	83%	20% ▲
✓	Stable Living Situation		5	100%	95%	93%	5%
●	Employed		0	0%	25%	9%	-25% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	75%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	87%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	84%
✓	SA Screen Complete	100%	69%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		5	408 days	0.6	79%	90%	93%	-11% ▼

☐ < 90%   ☐ 90-110%   ☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		☐		☐			33%
Discharges						☐	17%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal
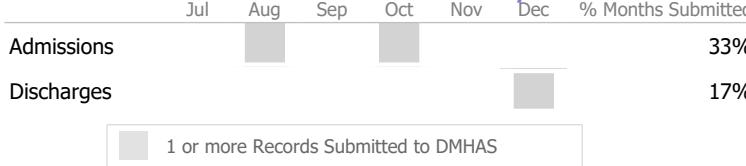
* State Avg based on 79 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Wellness and Recovery Primary
River Valley Services
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	33	3%	
Admits	-	7	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	141	51	179%	▲

Data Submitted to DMHAS by Month
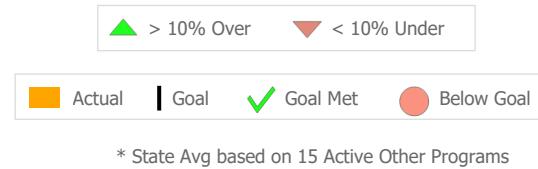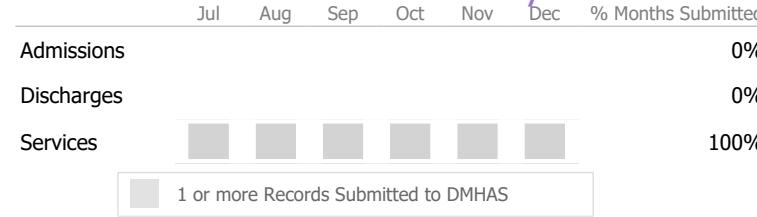
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 15 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

YAS CM Services
River Valley Services
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	53	-8%	
Admits	7	8	-13%	▼
Discharges	5	9	-44%	▼
Service Hours	1,289	2,379	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	95%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	56%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	40%	50%	76%	-10%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		42	86%	60%	71%	26%	▲
✓	Stable Living Situation		45	92%	80%	80%	12%	▲
✓	Employed		13	27%	20%	10%	7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	100%	90%	68%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%
Services							100%

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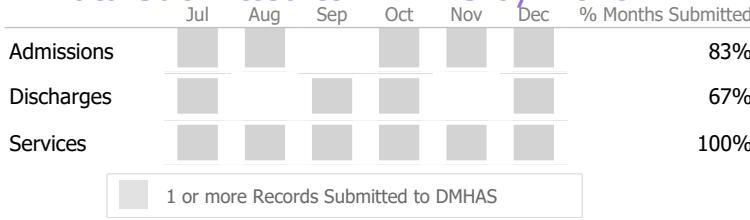
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.