River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	873	764	14%	▲
	Admits	580	357	62%	▲
	Discharges	550	316	74%	▲
	Service Hours	7,397	6,266	18%	▲
	Bed Days	1,002	854	17%	▲

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

Consumer Satisfaction Survey   (Based on 209 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		93%	80%	91%
✓	Respect		93%	80%	91%
✓	General Satisfaction		93%	80%	92%
✓	Participation in Treatment		90%	80%	92%
✓	Access		89%	80%	88%
✓	Quality and Appropriateness		89%	80%	93%
✓	Outcome		87%	80%	83%
●	Recovery		76%	80%	79%

Legend: ▬ Satisfied % | Goal %   ▨ 0-80%   ▢ 80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type / Level of Care Type		#	%
Mental Health			
	Community Support	285	21.3%
	Crisis Services	196	14.6%
	Outpatient	161	12.0%
	Other	126	9.4%
	Social Rehabilitation	125	9.3%
	Intake	79	5.9%
	Case Management	63	4.7%
	ACT	54	4.0%
	Employment Services	46	3.4%
	Residential Services	18	1.3%
Forensic MH			
	Forensics Community-based	163	12.2%
Forensic SA			
	Forensics Community-based	25	1.9%

Client Demographics

Age

	#	%	State Avg
18-25	123	14%	10%
26-34	151	17%	21%
35-44	152	17%	23%
45-54	122	14%	19%
55-64	201	23%	20%
65+	122	14%	8%

Gender

	#	%	State Avg
Male	538	62%	58%
Female	322	37%	42%
Transgender	13	1%	0%

Ethnicity

	#	%		State Avg
Non-Hispanic	698	80%	▲	69%
Unknown	100	11%		12%
Hispanic-Other	43	5%		8%
Hisp-Puerto Rican	29	3%		11%
Hispanic-Cuban	2	0%		0%
Hispanic-Mexican	1	0%		1%

Race

	#	%	State Avg
White/Caucasian	598	68%	62%
Black/African American	137	16%	17%
Unknown	66	8%	6%
Other	42	5%	12%
Multiple Races	12	1%	1%
Asian	9	1%	1%
Am. Indian/Native Alaskan	8	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

Legend: ▬ 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.

ACT
River Valley Services
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54		
Admits	54	-	
Discharges	-	-	
Service Hours	267	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	38%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	96%	89%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	87%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		49	91%	60%	90%	31% ▲
🔴 Employed		3	6%	15%	17%	-9%
🔴 Social Support		21	39%	60%	78%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		54	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
Discharges				0%
Services		▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on Active Assertive Community Treatment 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	109	15%	▲
Admits	10	11	-9%	
Discharges	10	7	43%	▲
Service Hours	1,496	1,477	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	87%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		78%	83%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	90%	65%	57%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		121	97%	80%	86%	17%	▲
✓	Social Support		78	62%	60%	77%	2%	
🔴	Employed		17	14%	20%	14%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		112	97%	90%	94%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	100	3%	
Admits	7	5	40%	▲
Discharges	4	4	0%	
Service Hours	1,051	1,161	-9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	75%	65%	57%	10%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		101	98%	80%	86%	18%	▲
✓	Social Support		73	71%	60%	77%	11%	▲
●	Employed		19	18%	20%	14%	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		97	97%	90%	94%	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	87%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	79%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	58	2%	
Admits	4	5	-20%	▼
Discharges	3	4	-25%	▼
Service Hours	824	543	52%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	87%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		95%	83%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	33%	65%	57%	-32%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		59	100%	80%	86%	20%	▲
✔	Social Support		38	64%	60%	77%	4%	
🔴	Employed		6	10%	20%	14%	-10%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		56	98%	90%	94%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges			▪	33%
Services	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	41	12%	▲
Admits	4	7	-43%	▼
Discharges	7	4	75%	▲
Service Hours	222	225	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		23	50%	35%	49%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	95%	90%	85%	5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▪	33%
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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	39	100%	▲
Admits	52	11	373%	▲
Discharges	55	14	293%	▲
Service Hours	201	90	124%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	19	153%	▲
Admits	19	17	12%	▲
Discharges	21	12	75%	▲
Service Hours	144	7		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	50	4%	
Admits	6	3	100%	▲
Discharges	10	5	100%	▲
Service Hours	201	240	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	52%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	90%	50%	42%	40%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		38	73%	60%	57%	13%	▲
🔴	Stable Living Situation		48	92%	95%	71%	-3%	
🔴	Employed		9	17%	30%	23%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		41	98%	90%	74%	8%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		5	83%	75%	79%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▩	33%
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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	64	-6%	
Admits	5	2	150%	▲
Discharges	5	1	400%	▲
Service Hours	368	416	-12%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		93%	90%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		88%	52%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	40%	50%	42%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		47	78%	60%	57%	18%	▲
✔ Stable Living Situation		59	98%	95%	71%	3%	
🔴 Employed		15	25%	30%	23%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		51	93%	90%	74%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		4	80%	75%	79%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪			33%
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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	49	0%	
Admits	2	4	-50%	▼
Discharges	3	6	-50%	▼
Service Hours	284	246	15%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	90%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		86%	52%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	50%	42%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		43	88%	60%	57%	28%	▲
✓	Employed		20	41%	30%	23%	11%	▲
✓	Stable Living Situation		49	100%	95%	71%	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		45	98%	90%	74%	8%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		2	100%	75%	79%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	10	20%	▲
Admits	2	2	0%	
Discharges	6	1	500%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	50%	75%	64%	-25%	▼
● No Re-admit within 30 Days of Discharge		4	67%	85%	81%	-18%	▼
● Follow-up within 30 Days of Discharge		1	33%	90%	64%	-57%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	26	-4%	
Admits	8	15	-47%	▼
Discharges	9	6	50%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		1	100%	0%	100%	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	54	-4%	
Admits	11	16	-31%	▼
Discharges	17	18	-6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	189	113	67%	▲
Admits	263	144	83%	▲
Discharges	258	144	79%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		198	76%	75%	65%	1%	
✓ Community Location Evaluation		259	100%	80%	73%	20%	▲
✓ Follow-up Service within 48 hours		42	93%	90%	64%	3%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Mobile Crisis Team 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	26	204%	▲
Admits	66	25	164%	▲
Discharges	74	24	208%	▲
Service Hours	128	43	199%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	114	5%	
Admits	43	49	-12%	▼
Discharges	40	44	-9%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		17	94%	0%	56%	94%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	11	13	-15%	▼
Discharges	13	10	30%	▲
Service Hours	275	253	9%	
Bed Days	587	601	-2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		10	77%	85%	91%	-8%
✅	Follow-up within 30 Days of Discharge		8	100%	90%	71%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	100 days	0.5	80%	90%	57%	-10%

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	126	-1%	
Admits	2	15	-87%	▼
Discharges	5	2	150%	▲
Service Hours	462	333	39%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization
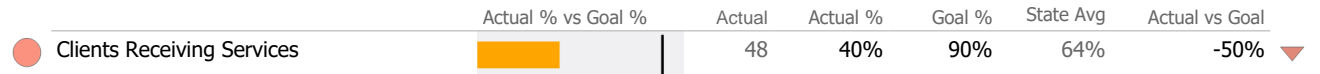
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	▇▇▇	48	40%	90%	64%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▉		33%
Discharges		▉	▉	67%
Services	▉	▉	▉	100%

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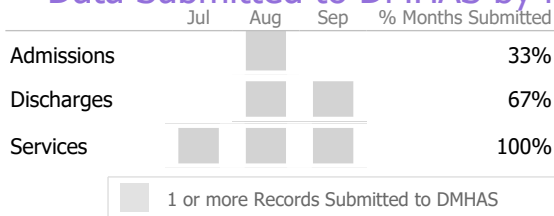
▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	4	50%	▲
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	415	253	64%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	60%	72%	40%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	74%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		5	83%	95%	93%	-12%	▼
🔴 Employed		0	0%	25%	11%	-25%	▼
🔴 Social Support		2	33%	60%	85%	-27%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	84%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		33%	90%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		67%	98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	332 days	0.8	90%	90%	95%	0%

■ < 90%   ■ 90-110%   🔴 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			■	33%
Discharges	■			33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
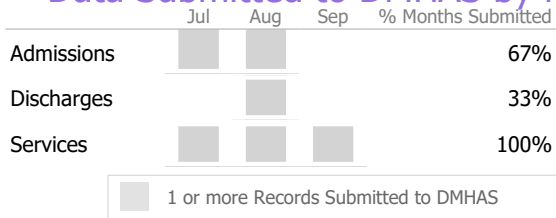
■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	21	10%	
Admits	2	3	-33%	▼
Discharges	1	4	-75%	▼
Service Hours	264	174	52%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	52	21%	▲
Admits	8	8	0%	
Discharges	8	4	100%	▲
Service Hours	1,209	1,058	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		78%	68%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	50%	50%	53%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		28	44%	20%	20%	24%	▲
✓	Social Support		45	70%	60%	72%	10%	
✓	Stable Living Situation		55	86%	80%	77%	6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		56	98%	90%	75%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Case Management Programs

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