River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023   (Data as of Dec 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	894	870	3%	
	Admits	389	581	-33%	▼
	Discharges	372	560	-34%	▼
	Service Hours	8,366	7,381	13%	▲
	Bed Days	1,135	910	25%	▲

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

Consumer Satisfaction Survey   (Based on 158 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		92%	80%	88%
✓	Overall		92%	80%	91%
✓	General Satisfaction		92%	80%	92%
✓	Respect		91%	80%	91%
✓	Participation in Treatment		88%	80%	92%
✓	Quality and Appropriateness		88%	80%	93%
✓	Outcome		85%	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	247	18.8%
	Outpatient	196	14.9%
	Crisis Services	182	13.9%
	Social Rehabilitation	178	13.6%
	Other	95	7.2%
	ACT	67	5.1%
	Case Management	60	4.6%
	Employment Services	48	3.7%
	Intake	22	1.7%
	Residential Services	17	1.3%
Forensic MH			
	Forensics Community-based	181	13.8%
Forensic SA			
	Forensics Community-based	19	1.4%

Client Demographics

Age

Age	#	%	State Avg
18-25	100	11%	8%
26-34	168	19%	18%
35-44	179	20%	24%
45-54	128	14%	19%
55-64	171	19%	20%
65+	148	17%	11%

Gender

Gender	#	%	State Avg
Male	541	61%	58%
Female	339	38%	42%
Transgender	13	1%	0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	727	81%	▲	66%
Unknown	94	11%		13%
Hispanic-Other	47	5%		10%
Hisp-Puerto Rican	25	3%		11%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

Race	#	%	State Avg
White/Caucasian	606	69%	60%
Black/African American	149	17%	17%
Unknown	52	6%	8%
Other	45	5%	12%
Multiple Races	13	1%	1%
Asian	10	1%	1%
Am. Indian/Native Alaskan	8	1%	1%
Hawaiian/Other Pacific Islander			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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	54	24%	▲
Admits	4	54	-93%	▼
Discharges	4	-		
Service Hours	1,377	270		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	75%	65%	61%	10%	▲
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	84%	15%	▲
●	Follow-up within 30 Days of Discharge		1	33%	90%	31%	-57%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		58	87%	60%	89%	27%	▲
●	Employed		2	3%	15%	14%	-12%	▼
●	Social Support		28	42%	60%	77%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		62	98%	90%	97%	8%

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 23 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	125	-25%	▼
Admits	6	10	-40%	▼
Discharges	3	10	-70%	▼
Service Hours	1,266	1,496	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	77%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	65%	53%	35%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		90	96%	80%	87%	16%	▲
✓	Social Support		62	66%	60%	79%	6%	
●	Employed		14	15%	20%	14%	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		90	99%	90%	93%	9%	

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 35 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	103	-2%	
Admits	2	7	-71%	▼
Discharges	7	4	75%	▲
Service Hours	758	1,051	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	91%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	74%	77%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	65%	53%	-65%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		97	96%	80%	87%	16%	▲
✓	Social Support		75	74%	60%	79%	14%	▲
●	Employed		17	17%	20%	14%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		92	98%	90%	93%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 35 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	58	-9%	
Admits	7	4	75%	▲
Discharges	2	4	-50%	▼
Service Hours	716	811	-12%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		95%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		95%	77%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	65%	53%	-65%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		52	98%	80%	87%	18%	▲
🔴	Social Support		30	57%	60%	79%	-3%	
🔴	Employed		7	13%	20%	14%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		50	98%	90%	93%	8%

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 35 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	46	4%	
Admits	4	4	0%	
Discharges	2	7	-71%	▼
Service Hours	195	223	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		23	48%	35%	41%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		32	70%	90%	88%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 37 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	77	-61%	▼
Admits	5	52	-90%	▼
Discharges	5	55	-91%	▼
Service Hours	108	201	-46%	▼

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 24 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	48	4%	
Admits	22	19	16%	▲
Discharges	9	22	-59%	▼
Service Hours	37	144	-74%	▼

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 24 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	52	38%	▲
Admits	2	6	-67%	▼
Discharges	3	10	-70%	▼
Service Hours	482	201	140%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		75%	55%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		86%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		2	67%	50%	37%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		58	81%	60%	62%	21%	▲
✔	Stable Living Situation		69	96%	95%	71%	1%	
●	Employed		12	17%	30%	23%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		69	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		2	100%	75%	61%	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 74 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	60	7%	
Admits	7	5	40%	▲
Discharges	3	5	-40%	▼
Service Hours	262	368	-29%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		87%	55%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		98%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	33%	50%	37%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		50	77%	60%	62%	17%	▲
✓	Stable Living Situation		65	100%	95%	71%	5%	
🔴	Employed		13	20%	30%	23%	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		55	89%	90%	79%	-1%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		5	71%	75%	61%	-4%

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 74 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	51	18%	▲
Admits	2	3	-33%	▼
Discharges	6	3	100%	▲
Service Hours	278	284	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	55%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	83%	50%	37%	33%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		53	88%	60%	62%	28%	▲
✓	Stable Living Situation		58	97%	95%	71%	2%	
●	Employed		17	28%	30%	23%	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		53	98%	90%	79%	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%	61%	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 74 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	1	2	-50%	▼
Discharges	2	6	-67%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	75%	76%	25%	▲
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15%	▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	97%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	85%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 37 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	25	-24%	▼
Admits	8	8	0%	
Discharges	5	9	-44%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		2	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 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	52	-17%	▼
Admits	12	11	9%	
Discharges	22	17	29%	▲

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 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	173	189	-8%	
Admits	225	263	-14%	▼
Discharges	211	265	-20%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		170	77%	75%	79%	2%	
✓	Community Location Evaluation		217	99%	80%	82%	19%	▲
✓	Follow-up Service within 48 hours		17	100%	90%	85%	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	% 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/INTAKE UNIT
River Valley Services
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	79	-72%	▼
Admits	18	66	-73%	▼
Discharges	19	75	-75%	▼
Service Hours	38	128	-71%	▼

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 15 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	151	118	28%	▲
Admits	40	43	-7%	
Discharges	47	40	18%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		8	89%	0%	84%	89%	▲

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 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	15	7%	
Admits	9	11	-18%	▼
Discharges	9	13	-31%	▼
Service Hours	385	275	40%	▲
Bed Days	661	587	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		9	100%	85%	87%	15%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up within 30 Days of Discharge		5	100%	90%	71%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	111 days	0.5	90%	90%	52%	0%

■ < 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 11 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	178	125	42%	▲
Admits	9	2	350%	▲
Discharges	6	5	20%	▲
Service Hours	1,033	462	124%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization
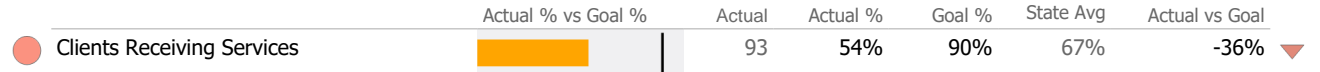
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		93	54%	90%	67%	-36%	▼

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 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	1	1	0%	
Discharges	1	1	0%	
Bed Days	474	323	47%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	69%	40%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		4	67%	25%	13%	42%	▲
✓	Social Support		6	100%	60%	84%	40%	▲
●	Stable Living Situation		4	67%	95%	93%	-28%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		5	275 days	0.8	103%	90%	95%	13%	▲

	< 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 84 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	23	4%	
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	423	264	61%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 24 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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	63	-5%	
Admits	5	8	-38%	▼
Discharges	6	8	-25%	▼
Service Hours	1,009	1,203	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		94%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		86%	67%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		3	50%	50%	69%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		26	43%	20%	17%	23%	▲
✔	Stable Living Situation		58	97%	80%	82%	17%	▲
✔	Social Support		40	67%	60%	74%	7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		54	100%	90%	78%	10%	

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 24 Active Standard Case Management Programs

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