River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025   (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,317	1,383	-5%	
	Admits	1,655	1,840	-10%	
	Discharges	1,718	1,799	-5%	
	Service Hours	38,719	34,950	11%	▲
	Bed Days	4,615	3,713	24%	▲
	S.Rehab/PHP/IOP	89			

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

Consumer Satisfaction Survey   (Based on 155 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		94%	80%	91%
✓	General Satisfaction		92%	80%	92%
✓	Participation in Treatment		92%	80%	92%
✓	Quality and Appropriateness		91%	80%	93%
✓	Respect		89%	80%	91%
✓	Access		87%	80%	88%
✓	Outcome		84%	80%	83%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ⬤ Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	550	25.1%
	Community Support	305	13.9%
	Social Rehabilitation	279	12.7%
	Outpatient	232	10.6%
	Other	157	7.2%
	Intake	112	5.1%
	ACT	91	4.2%
	ICS	70	3.2%
	Employment Services	61	2.8%
	Residential Services	28	1.3%
Forensic MH			
	Forensics Community-based	286	13.1%
Forensic SA			
	Forensics Community-based	20	0.9%

Client Demographics

Age

Age	#	%	State Avg
18-25	166	13%	9%
26-34	255	19%	19%
35-44	285	22%	26%
45-54	183	14%	18%
55-64	220	17%	18%
65+	205	16%	10%

Gender

Gender	#	%	State Avg
Male	743	56%	60%
Female	551	42%	40%
Transgender/Other	23	2%	0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,020	77%	▲	64%
Unknown	180	14%		14%
Hispanic-Other	80	6%		12%
Hisp-Puerto Rican	35	3%		10%
Hispanic-Cuban	2	0%		0%
Hispanic-Mexican				1%

Race

Race	#	%	State Avg
White/Caucasian	856	68%	58%
Black/African American	188	15%	18%
Unknown	114	9%	10%
Other	65	5%	12%
Multiple Races	20	2%	1%
Asian	12	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
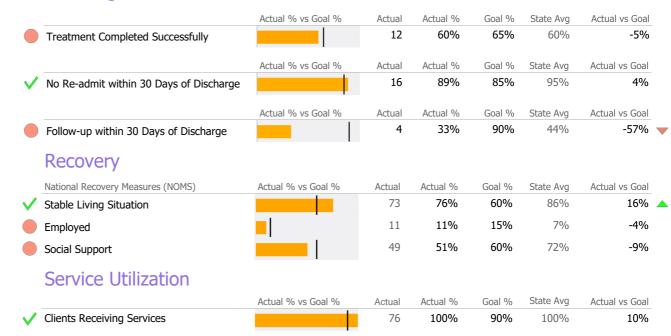Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	84	8%	
Admits	25	23	9%	
Discharges	20	15	33%	▲
Service Hours	5,208	5,049	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		12	60%	65%	60%	-5%	
✅	No Re-admit within 30 Days of Discharge		16	89%	85%	95%	4%	
🔴	Follow-up within 30 Days of Discharge		4	33%	90%	44%	-57%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		48%	85%

Diagnosis		Actual	State Avg
✅ Valid MH/SU Diagnosis		100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Stable Living Situation		73	76%	60%	86%	16%	▲
🔴	Employed		11	11%	15%	7%	-4%	
🔴	Social Support		49	51%	60%	72%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		76	100%	90%	100%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	▪		▪	92%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
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 Assertive Community Treatment Programs

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 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	118	124	-5%	
Admits	12	37	-68%	▼
Discharges	22	18	22%	▲
Service Hours	6,274	5,790	8%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	87%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		16	73%	65%	61%	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		110	92%	80%	89%	12%	▲
✓ Social Support		82	69%	60%	82%	9%	
● Employed		15	13%	20%	17%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		96	99%	90%	99%	9%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													75%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active CSP Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
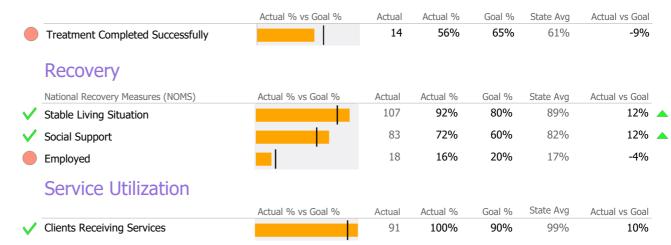Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	123	-6%	
Admits	22	27	-19%	▼
Discharges	25	32	-22%	▼
Service Hours	3,248	3,049	7%	

Data Submission Quality

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

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

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	56%	65%	61%	-9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		107	92%	80%	89%	12%	▲
✔ Social Support		83	72%	60%	82%	12%	▲
🔴 Employed		18	16%	20%	17%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		91	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■		■	■	■	■	83%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 33 Active CSP Programs

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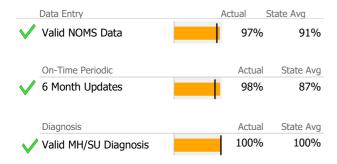River Valley Services
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
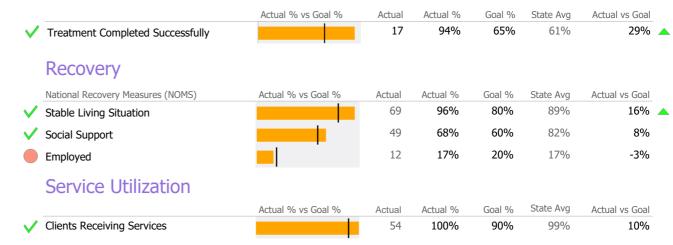Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	64	11%	▲
Admits	19	20	-5%	
Discharges	18	13	38%	▲
Service Hours	2,581	2,472	4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	87%

Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		17	94%	65%	61%	29%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		69	96%	80%	89%	16%	▲
✓	Social Support		49	68%	60%	82%	8%	
🔴	Employed		12	17%	20%	17%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		54	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪			▪		▪	▪	▪	▪		58%
Discharges	▪		▪			▪	▪	▪	▪	▪	▪		75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 33 Active CSP Programs

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 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	57	7%	
Admits	17	15	13%	▲
Discharges	16	14	14%	▲
Service Hours	915	769	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	42%	35%	42%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	98%	90%	99%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 36 Active Employment Services Programs

Liaison Monitoring
River Valley Services
Mental Health - Other - Other

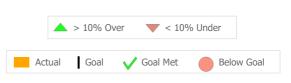Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	62	40%	▲
Admits	58	38	53%	▲
Discharges	54	32	69%	▲
Service Hours	368	369	0%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	76	-12%	▼
Admits	64	57	12%	▲
Discharges	55	62	-11%	▼
Service Hours	1,274	541	135%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
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 23 Active Other Programs

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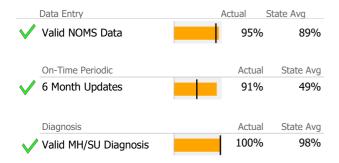Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
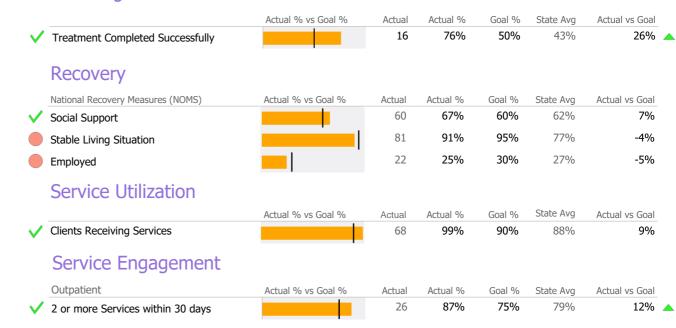Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	91	-4%	
Admits	30	25	20%	▲
Discharges	21	36	-42%	▼
Service Hours	1,773	1,660	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	49%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		16	76%	50%	43%	26%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		60	67%	60%	62%	7%
🔴	Stable Living Situation		81	91%	95%	77%	-4%
🔴	Employed		22	25%	30%	27%	-5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		68	99%	90%	88%	9%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		26	87%	75%	79%	12%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪		▪	▪	▪	▪	▪	▪	83%
Discharges	▪	▪	▪		▪		▪	▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ❘ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	75	9%	
Admits	25	18	39%	▲
Discharges	18	15	20%	▲
Service Hours	1,557	1,173	33%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		93%	49%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		13	72%	50%	43%	22%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		63	73%	60%	62%	13%	▲
● Stable Living Situation		81	94%	95%	77%	-1%	
● Employed		18	21%	30%	27%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		68	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		20	80%	75%	79%	5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
Discharges	▪	▪	▪	▪			▪	▪	▪		▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

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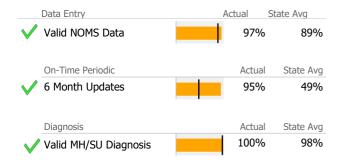Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	73	-14%	▼
Admits	10	17	-41%	▼
Discharges	17	21	-19%	▼
Service Hours	1,090	1,152	-5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	88%	50%	43%	38%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		54	84%	60%	62%	24%	▲
✓	Stable Living Situation		64	100%	95%	77%	5%	
🔴	Employed		17	27%	30%	27%	-3%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%	89%
✓	6 Month Updates *(On-Time Periodic)*		95%	49%
✓	Valid MH/SU Diagnosis *(Diagnosis)*		100%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		47	100%	90%	88%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		8	80%	75%	79%	5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪				▪			▪		▪	50%
Discharges			▪	▪				▪	▪	▪	▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

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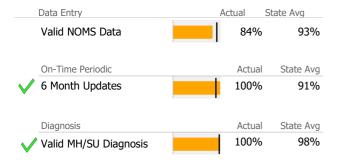Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
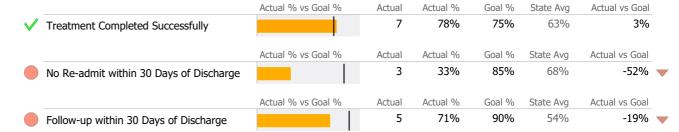Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	10	7	43%	▲
Discharges	9	8	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	78%	75%	63%	3%	
🔴	No Re-admit within 30 Days of Discharge		3	33%	85%	68%	-52%	▼
🔴	Follow-up within 30 Days of Discharge		5	71%	90%	54%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	84%	93%

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

Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	98%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪		▪	▪	▪		▪		▪	67%
Discharges	▪		▪		▪	▪	▪		▪	▪			58%

▪ 1 or more Records Submitted to DMHAS

▲	> 10% Over
▼	< 10% Under

🟧 Actual │ Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

RVS Veterans JD Program
River Valley Services
Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion
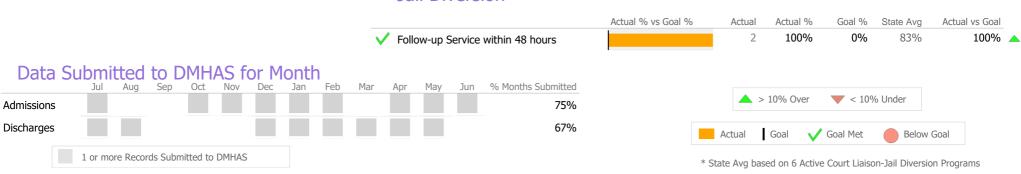
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
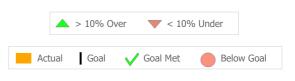Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	28	-29%	▼
Admits	13	18	-28%	▼
Discharges	16	19	-16%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		2	100%	0%	83%	100%	▲

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 6 Active Court Liaison-Jail Diversion Programs

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 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	60	-28%	▼
Admits	28	32	-13%	▼
Discharges	35	46	-24%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢	▢		▢	▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	92%

▢ 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

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 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	539	612	-12%	▼
Admits	896	1,113	-19%	▼
Discharges	904	1,106	-18%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		782	88%	90%	75%	-2%	
✔	Community Location Evaluation		848	95%	80%	77%	15%	▲
✔	Follow-up Service within 48 hours		75	97%	90%	89%	7%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Connecticut Dept of Mental Health and Addiction Services
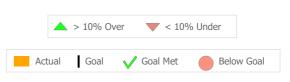Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	112	0%
Admits	108	108	0%
Discharges	108	108	0%
Service Hours	243	221	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 17 Active Central Intake Programs

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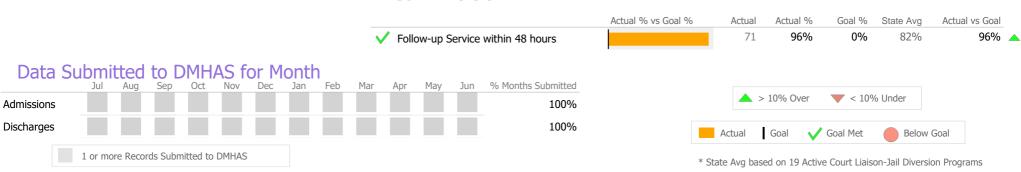Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	264	262	1%	
Admits	186	167	11%	▲
Discharges	212	177	20%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▮▮▮▮	71	96%	0%	82%	96%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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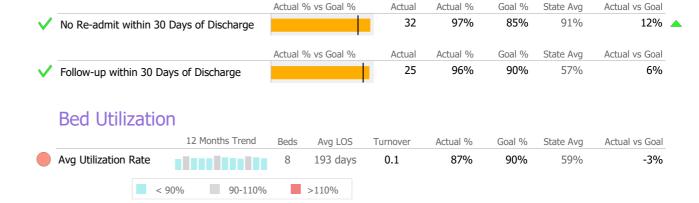Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
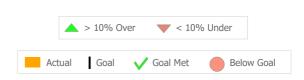Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	33	15%	▲
Admits	32	28	14%	▲
Discharges	33	28	18%	▲
Service Hours	1,554	1,748	-11%	▼
Bed Days	2,547	2,793	-9%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ No Re-admit within 30 Days of Discharge		32	97%	85%	91%	12%	▲
✓ Follow-up within 30 Days of Discharge		25	96%	90%	57%	6%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		8	193 days	0.1	87%	90%	59%	-3%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 13 Active Respite Bed Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
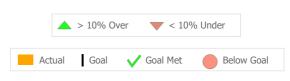Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	279	229	22%	▲
Admits	80	61	31%	▲
Discharges	105	24	338%	▲
Service Hours	6,307	4,480	41%	▲
Social Rehab/PHP/IOP Days	89	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		170	89%	90%	84%	-1%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	■	■	■	92%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%
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

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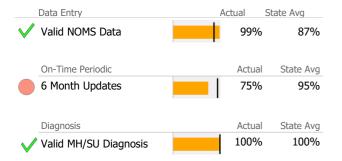Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
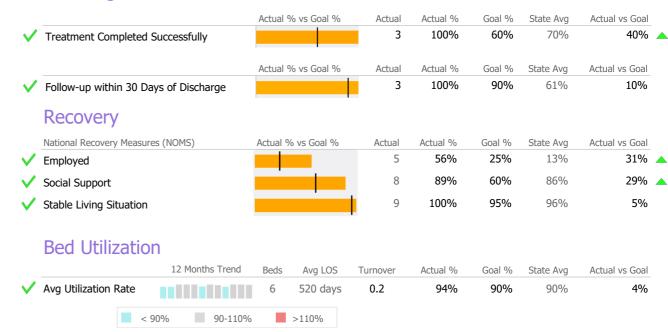Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	3	4	-25%	▼
Discharges	3	3	0%	
Bed Days	2,068	920	125%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		75%	95%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	60%	70%	40%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	61%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		5	56%	25%	13%	31%	▲
✓ Social Support		8	89%	60%	86%	29%	▲
✓ Stable Living Situation		9	100%	95%	96%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	520 days	0.2	94%	90%	90%	4%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪							▪	▪		25%
Discharges	▪								▪	▪			25%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
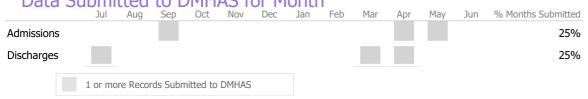Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	24	8%	
Admits	2	3	-33%	▼
Discharges	8	-		
Service Hours	1,407	1,276	10%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▉						8%
Discharges				▉	▉		▉	▉	▉				42%
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 Other Programs

YAS CM Services
River Valley Services
Mental Health - ICS - Intensive Community Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
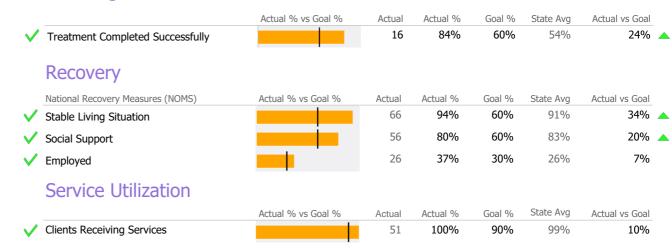Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	75	-7%	
Admits	15	22	-32%	▼
Discharges	19	22	-14%	▼
Service Hours	4,920	5,203	-5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	92%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		16	84%	60%	54%	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		66	94%	60%	91%	34%	▲
✓ Social Support		56	80%	60%	83%	20%	▲
✓ Employed		26	37%	30%	26%	7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 19 Active Intensive Community Services Programs