**River Valley Services**
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 1,145 | 1,164 | -2% |
| | Admits | 1,383 | 1,448 | -4% |
| | Discharges | 1,429 | 1,458 | -2% |
| | Service Hours | 25,871 | 26,851 | -4% |
| | Bed Days | 3,383 | 3,652 | -7% |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Crisis Services | 352 | 20.5% |
| | Community Support | 301 | 17.5% |
| | Outpatient | 218 | 12.7% |
| | Other | 126 | 7.3% |
| | Intake | 107 | 6.2% |
| | Employment Services | 66 | 3.8% |
| | Case Management | 60 | 3.5% |
| | Social Rehabilitation | 52 | 3.0% |
| | Residential Services | 9 | 0.5% |
| **Forensic MH** | | | |
| | Forensics Community-based | 315 | 18.3% |
| **Addiction** | | | |
| | Forensics Community-based | 113 | 6.6% |

## Consumer Satisfaction Survey   (Based on 242 FY17 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | General Satisfaction | | 88% | 80% | 92% |
| ✔ | Access | | 86% | 80% | 88% |
| ✔ | Participation in Treatment | | 86% | 80% | 92% |
| ✔ | Overall | | 86% | 80% | 91% |
| ✔ | Quality and Appropriateness | | 85% | 80% | 93% |
| ✔ | Respect | | 84% | 80% | 91% |
| 🔴 | Outcome | | 78% | 80% | 83% |
| 🔴 | Recovery | | 72% | 80% | 79% |

Satisfied %  |  Goal %   0-80%   80-100%   ✔ Goal Met   🔴 Under Goal

## Client Demographics

### Age

| | # | % | State Avg |
|---|---|---|---|
| 18-25 | 183 | 16% | 13% |
| 26-34 | 206 | 18% | 24% |
| 35-44 | 173 | 15% | 20% |
| 45-54 | 212 | 19% | 21% |
| 55-64 | 261 | 23% | 16% |
| 65+ | 104 | 9% | 5% |

### Gender

| | # | % | State Avg |
|---|---|---|---|
| Male | 726 | 63% | 60% |
| Female | 411 | 36% | 40% |
| Transgender | 8 | 1% | 0% |

### Ethnicity

| | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 924 | 81% | 72% |
| Unknown | 114 | 10% | 7% |
| Hispanic-Other | 60 | 5% | 7% |
| Hisp-Puerto Rican | 45 | 4% | 12% |
| Hispanic-Cuban | 2 | 0% | 0% |
| Hispanic-Mexican | | | 1% |

### Race

| | # | % | State Avg |
|---|---|---|---|
| White/Caucasian | 830 | 72% | 64% |
| Black/African American | 174 | 15% | 17% |
| Other | 55 | 5% | 13% |
| Unknown | 50 | 4% | 4% |
| Asian | 15 | 1% | 1% |
| Multiple Races | 12 | 1% | 1% |
| Am. Indian/Native Alaskan | 9 | 1% | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |

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

**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 2017 - June 2018  (Data as of Sep 18, 2018)

## 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 | 94% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | N/A | 69% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 88% |
| SA Screen Complete | | N/A | 88% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 50% | 45% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● Employed | | N/A | N/A | 30% | 24% | -30% ▼ |
| ● Improved/Maintained Axis V GAF Score | | N/A | N/A | 75% | 54% | -75% ▼ |
| ● Social Support | | N/A | N/A | 60% | 69% | -60% ▼ |
| ● Stable Living Situation | | N/A | N/A | 95% | 86% | -95% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | N/A | N/A | 90% | 89% | N/A ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 93 Active Standard Outpatient 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 110 | 120 | -8% |
| Admits | 25 | 24 | 4% |
| Discharges | 25 | 32 | -22% ▼ |
| Service Hours | 5,023 | 5,330 | -6% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 98% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 99% | 96% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 93% | 90% |
| ✓ | SA Screen Complete | 100% | 89% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 99% | 98% |
| ✓ | Valid Axis V GAF Score | 99% | 96% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 24 | 96% | 65% | 67% | 31% ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 94 | 82% | 60% | 82% | 22% ▲ |
| ✓ | Stable Living Situation | | 108 | 95% | 80% | 92% | 15% ▲ |
| ✓ | Improved/Maintained Axis V GAF Score | | 74 | 75% | 65% | 66% | 10% |
| 🔴 | Employed | | 13 | 11% | 20% | 13% | -9% |

## Service Utilization

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

## Data Submitted to DMHAS by Month
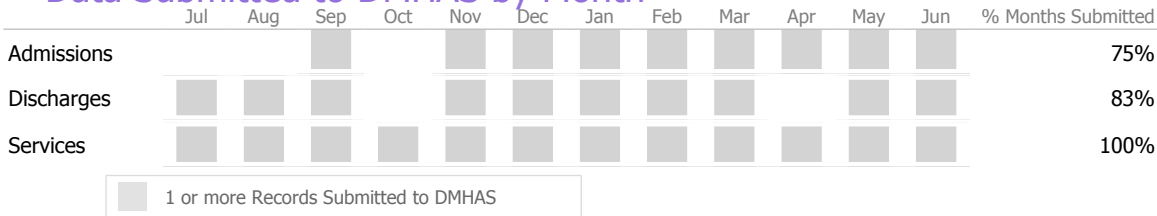
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | ▢ | | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | 75% |
| Discharges | ▢ | ▢ | ▢ | | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 83% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✓ Goal Met    🔴 Below Goal

\* State Avg based on 48 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 124 | 119 | 4% | |
| Admits | 30 | 18 | 67% | ▲ |
| Discharges | 37 | 21 | 76% | ▲ |
| Service Hours | 5,648 | 5,733 | -1% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 30 | 81% | 65% | 67% | 16% | ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 102 | 78% | 60% | 82% | 18% | ▲ |
| ✓ | Stable Living Situation | | 123 | 95% | 80% | 92% | 15% | ▲ |
| 🔴 | Employed | | 12 | 9% | 20% | 13% | -11% | ▼ |
| 🔴 | Improved/Maintained Axis V GAF Score | | 58 | 51% | 65% | 66% | -14% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 92 | 99% | 90% | 99% | 9% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 99% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 99% | 96% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 90% |
| ✓ SA Screen Complete | | 100% | 89% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 98% | 98% |
| Valid Axis V GAF Score | | 94% | 96% |

## Data Submitted to DMHAS by 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 48 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 69 | 77 | -10% | ▼ |
| Admits | 21 | 24 | -13% | ▼ |
| Discharges | 35 | 33 | 6% | |
| Service Hours | 2,688 | 2,606 | 3% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ | Valid NOMS Data | 99% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ | 6 Month Updates | 100% | 96% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ | MH Screen Complete | 100% | 90% |
| ✔ | SA Screen Complete | 100% | 89% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ | Valid Axis I Diagnosis | 100% | 98% |
| ✔ | Valid Axis V GAF Score | 100% | 96% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Treatment Completed Successfully | | 29 | 83% | 65% | 67% | 18% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 62 | 83% | 60% | 82% | 23% | ▲ |
| ✔ | Stable Living Situation | | 74 | 99% | 80% | 92% | 19% | ▲ |
| ✔ | Improved/Maintained Axis V GAF Score | | 51 | 73% | 65% | 66% | 8% | |
| ● | Employed | | 7 | 9% | 20% | 13% | -11% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 40 | 100% | 90% | 99% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | | ▢ | ▢ | ▢ | ▢ | ▢ | | | ▢ | | | 75% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | | 92% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

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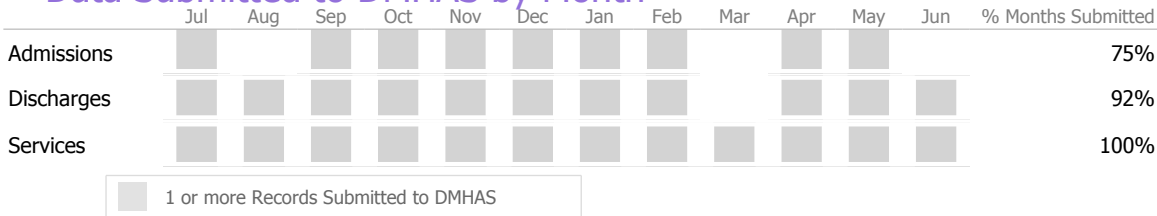
▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 48 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 66 | 92 | -28% | ▼ |
| Admits | 34 | 39 | -13% | ▼ |
| Discharges | 25 | 62 | -60% | ▼ |
| Service Hours | 793 | 914 | -13% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Employed | | 29 | 41% | 35% | 43% | 6% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 44 | 96% | 90% | 98% | 6% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 99% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 93% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 92% |
| Discharges | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | | | ■ | ■ | 75% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

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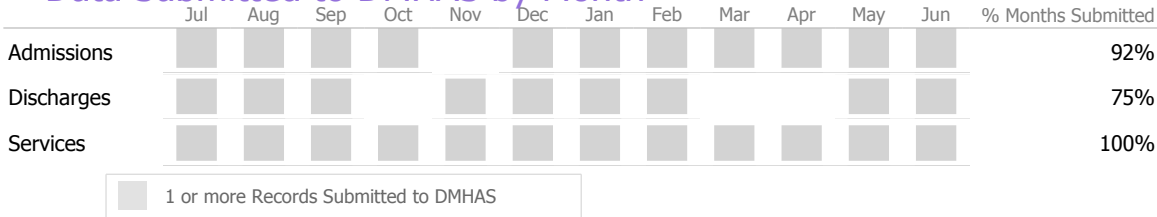
▲ > 10% Over    ▼ < 10% Under

| ■ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 41 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 54 | 58 | -7% | |
| Admits | 28 | 32 | -13% | ▼ |
| Discharges | 33 | 32 | 3% | |
| Service Hours | 551 | 627 | -12% | ▼ |

## Data Submitted to DMHAS by Month
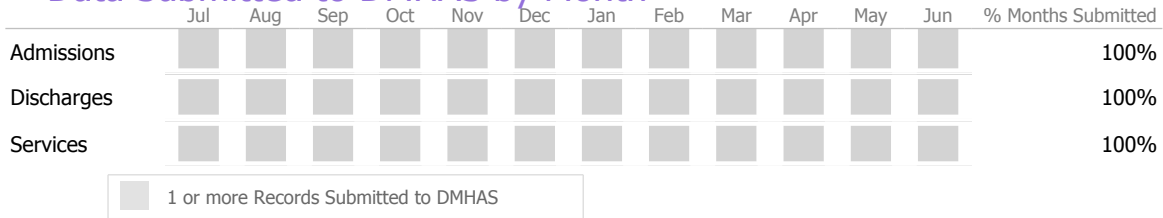
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

☐ Actual    | Goal    ✔ Goal Met    ● Below Goal

\* State Avg based on 14 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 52 | 48 | 8% | |
| Admits | 47 | 48 | -2% | |
| Discharges | 45 | 40 | 13% | ▲ |
| Service Hours | 188 | 115 | 64% | ▲ |

## Data Submitted to DMHAS by Month
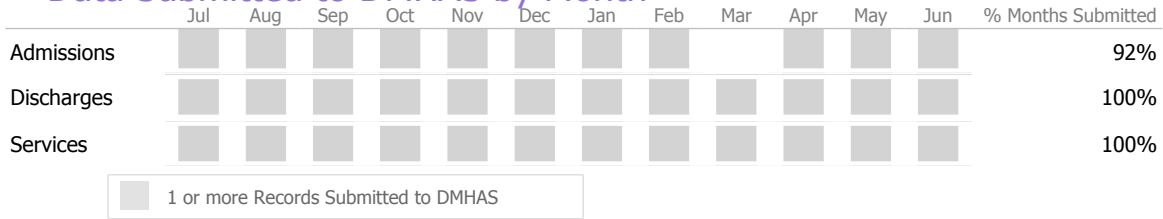
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | ▢ | | 92% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over      ▼ < 10% Under

☐ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 14 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 67 | 72 | -7% |
| Admits | 11 | 19 | -42% ▼ |
| Discharges | 18 | 17 | 6% |
| Service Hours | 1,050 | 1,085 | -3% |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 94% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 69% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 88% |
| ✓ SA Screen Complete | | 100% | 88% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 97% |
| ✓ Valid Axis V GAF Score | | 100% | 89% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 14 | 78% | 50% | 45% | 28% ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Social Support | | 52 | 75% | 60% | 69% | 15% ▲ |
| 🔴 Stable Living Situation | | 62 | 90% | 95% | 86% | -5% |
| 🔴 Improved/Maintained Axis V GAF Score | | 45 | 69% | 75% | 54% | -6% |
| 🔴 Employed | | 14 | 20% | 30% | 24% | -10% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 49 | 96% | 90% | 89% | 6% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ 2 or more Services within 30 days | | 9 | 100% | 75% | 67% | 25% ▲ |

## Data Submitted to DMHAS by Month
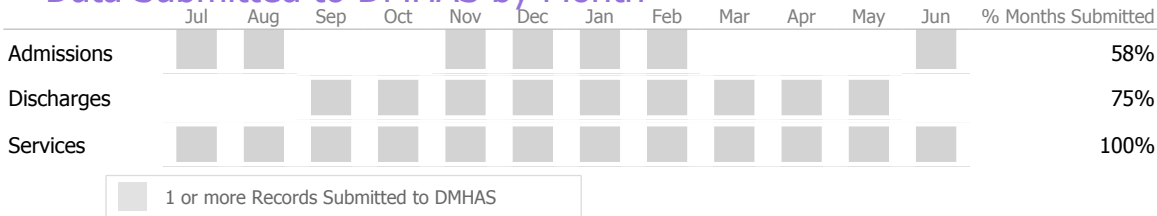
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | ■ | | | ■ | ■ | ■ | ■ | | | | ■ | 58% |
| Discharges | | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | | | 75% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 83 | 69 | 20% | ▲ |
| Admits | 36 | 15 | 140% | ▲ |
| Discharges | 26 | 16 | 63% | ▲ |
| Service Hours | 1,708 | 1,518 | 13% | ▲ |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 99% | 94% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 69% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 88% |
| ✓ SA Screen Complete | | 100% | 88% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 96% | 97% |
| ✓ Valid Axis V GAF Score | | 94% | 89% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 22 | 85% | 50% | 45% | 35% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 73 | 81% | 60% | 69% | 21% | ▲ |
| 🔴 Stable Living Situation | | 85 | 94% | 95% | 86% | -1% | |
| 🔴 Employed | | 19 | 21% | 30% | 24% | -9% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 55 | 65% | 75% | 54% | -10% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 62 | 97% | 90% | 89% | 7% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 2 or more Services within 30 days | | 20 | 57% | 75% | 67% | -18% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |
| 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 93 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 64 | 54 | 19% | ▲ |
| Admits | 34 | 31 | 10% | |
| Discharges | 17 | 21 | -19% | ▼ |
| Service Hours | 616 | 535 | 15% | ▲ |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 94% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 69% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 88% |
| ✓ SA Screen Complete | | 100% | 88% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 98% | 97% |
| ✓ Valid Axis V GAF Score | | 98% | 89% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 13 | 76% | 50% | 45% | 26% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 61 | 88% | 60% | 69% | 28% | ▲ |
| ✓ Stable Living Situation | | 67 | 97% | 95% | 86% | 2% | |
| ✓ Employed | | 22 | 32% | 30% | 24% | 2% | |
| ● Improved/Maintained Axis V GAF Score | | 32 | 68% | 75% | 54% | -7% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | 46 | 88% | 90% | 89% | -2% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ 2 or more Services within 30 days | | 26 | 84% | 75% | 67% | 9% |

## Data Submitted to DMHAS by Month
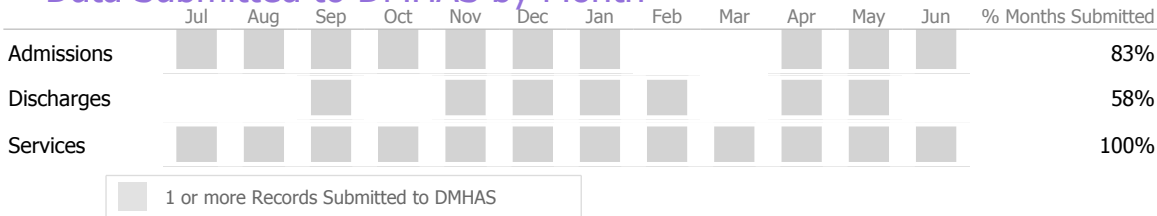
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | ▢ | | 83% |
| Discharges | | | ▢ | | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | | 58% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

**Outpatient TTE Secondary**
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 5 | 8 | -38% | ▼ |
| Admits | - | 3 | -100% | ▼ |
| Discharges | 5 | 3 | 67% | ▲ |
| Service Hours | 10 | 115 | -91% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 94% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | N/A | 69% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 88% |
| SA Screen Complete | | N/A | 88% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 80% | 97% |
| Valid Axis V GAF Score | | 80% | 89% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Treatment Completed Successfully | | 5 | 100% | 50% | 45% | 50% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 4 | 80% | 60% | 69% | 20% | ▲ |
| ✔ | Employed | | 2 | 40% | 30% | 24% | 10% | ▲ |
| ✔ | Stable Living Situation | | 5 | 100% | 95% | 86% | 5% | |
| ● | Improved/Maintained Axis V GAF Score | | 2 | 40% | 75% | 54% | -35% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ● | Clients Receiving Services | | N/A | N/A | 90% | 89% | N/A | ▼ |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ● | 2 or more Services within 30 days | | 0 | 0% | 75% | 67% | -75% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | | | | 8% |
| Services | | | | | | | | | | | | | 17% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

☐ Actual    | Goal    ✔ Goal Met    ● Below Goal

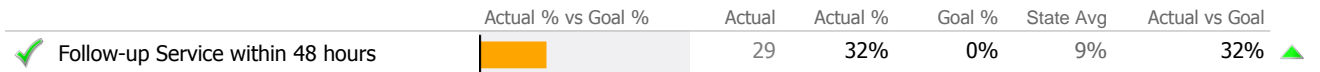* State Avg based on 93 Active Standard Outpatient Programs

**RVS Veterans JD Program**
River Valley Services
Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 113 | 113 | 0% |
| Admits | 74 | 81 | -9% |
| Discharges | 76 | 82 | -7% |
| Service Hours | 447 | 602 | -26% ▼ |

## Service Utilization
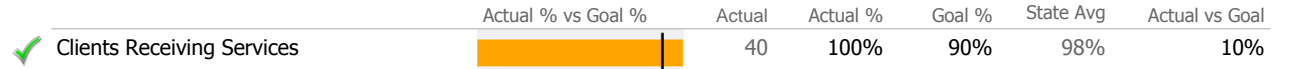
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 40 | 100% | 90% | 98% | 10% |

## Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Follow-up Service within 48 hours | | 29 | 32% | 0% | 9% | 32% ▲ |

## Data Submitted to DMHAS by 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
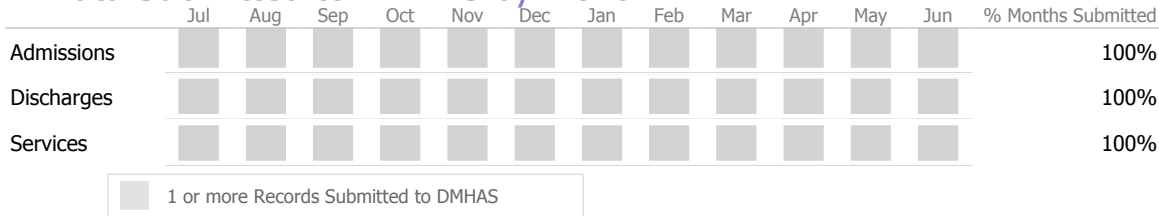
▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 2 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 105 | 121 | -13% | ▼ |
| Admits | 70 | 83 | -16% | ▼ |
| Discharges | 79 | 87 | -9% | |

## Data Submitted to DMHAS by 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
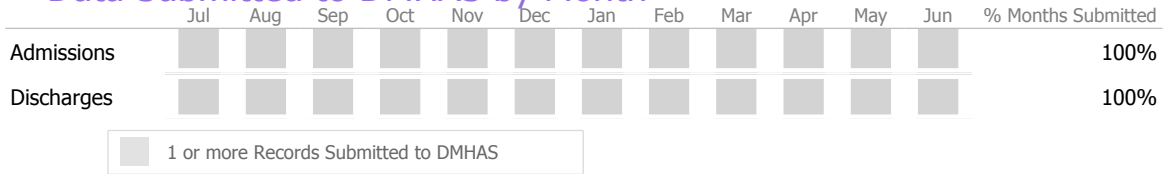
* State Avg based on 1 Active Standard Case Management Programs

**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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 329 | 327 | 1% |
| Admits | 519 | 568 | -9% |
| Discharges | 519 | 571 | -9% |

## Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Evaluation within 1.5 hours of Request | | 815 | 81% | 75% | 68% | 6% |
| ✔ Community Location Evaluation | | 915 | 91% | 80% | 80% | 11% ▲ |
| ✔ Follow-up Service within 48 hours | | 192 | 99% | 90% | 65% | 9% |

## Data Submitted to DMHAS by 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
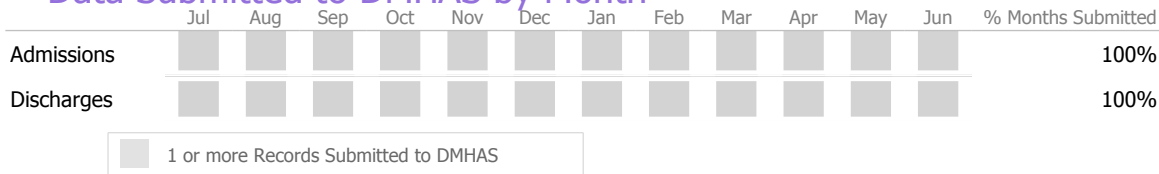
▲ > 10% Over   ▼ < 10% Under

☐ Actual   | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

**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 2017 - June 2018  (Data as of Sep 18, 2018)

## 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 | Jan | Feb | Mar | Apr | May | Jun | % 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

**RVS/INTAKE UNIT**
River Valley Services
Mental Health - Intake - Central Intake
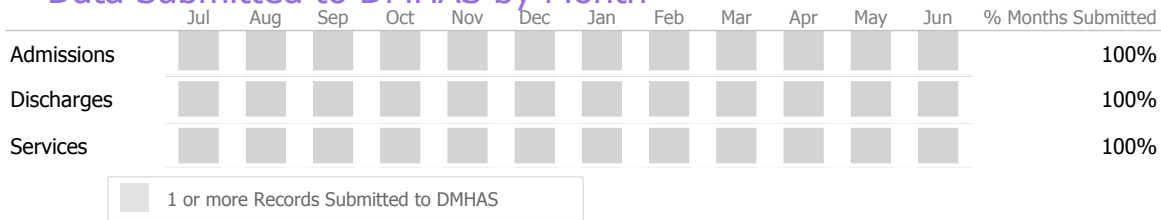
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 107 | 108 | -1% | |
| Admits | 106 | 109 | -3% | |
| Discharges | 108 | 107 | 1% | |
| Service Hours | 231 | 267 | -13% | ▼ |

## Data Submitted to DMHAS by 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 8 Active Central Intake Programs

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

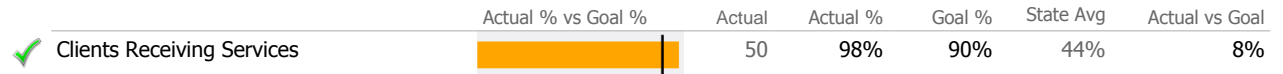Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
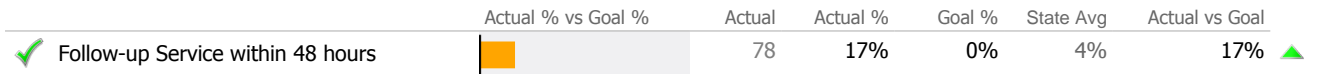Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 249 | 244 | 2% | |
| Admits | 190 | 216 | -12% | ▼ |
| Discharges | 222 | 189 | 17% | ▲ |
| Service Hours | 810 | 948 | -15% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 50 | 98% | 90% | 44% | 8% |

## Jail Diversion

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Follow-up Service within 48 hours | | 78 | 17% | 0% | 4% | 17% ▲ |

## Data Submitted to DMHAS by 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
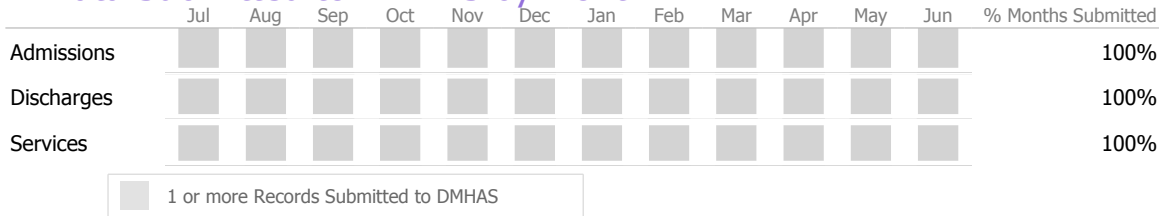
▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

**RVS/OUTPT TX & EVAL**
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---------|--------|----------|-----------|---|
| Unique Clients | 4 | 15 | -73% | ▼ |
| Admits | - | 6 | -100% | ▼ |
| Discharges | 4 | 11 | -64% | ▼ |
| Service Hours | 25 | 234 | -89% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|------------|---|--------|-----------|
| Valid NOMS Data | | 93% | 94% |

| On-Time Periodic | | Actual | State Avg |
|------------------|---|--------|-----------|
| 6 Month Updates | | N/A | 69% |

| Cooccurring | | Actual | State Avg |
|-------------|---|--------|-----------|
| MH Screen Complete | | N/A | 88% |
| SA Screen Complete | | N/A | 88% |

| Diagnosis | | Actual | State Avg |
|-----------|---|--------|-----------|
| ✔ Valid Axis I Diagnosis | | 100% | 97% |
| ✔ Valid Axis V GAF Score | | 100% | 89% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Treatment Completed Successfully | | 3 | 75% | 50% | 45% | 25% | ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Improved/Maintained Axis V GAF Score | | 4 | 100% | 75% | 54% | 25% | ▲ |
| ✔ | Social Support | | 3 | 75% | 60% | 69% | 15% | ▲ |
| ✔ | Stable Living Situation | | 4 | 100% | 95% | 86% | 5% | |
| 🔴 | Employed | | 1 | 25% | 30% | 24% | -5% | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Clients Receiving Services | | N/A | N/A | 90% | 89% | N/A | ▼ |

## Service Engagement

| | Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | 2 or more Services within 30 days | | 0 | 0% | 75% | 67% | -75% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 0% |
| Discharges | ▪ | ▪ | | | | | | | | | | | 17% |
| Services | ▪ | ▪ | | | | | | | | | | | 17% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 81 | 67 | 21% | ▲ |
| Admits | 122 | 103 | 18% | ▲ |
| Discharges | 121 | 103 | 17% | ▲ |
| Service Hours | 892 | 1,051 | -15% | ▼ |
| Bed Days | 1,932 | 1,916 | 1% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | No Re-admit within 30 Days of Discharge | | 97 | 80% | 85% | 86% | -5% | |
| ✔ | Follow-up within 30 Days of Discharge | | 100 | 100% | 90% | 79% | 10% | |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 8 | 27 days | 0.1 | 66% | 90% | 67% | -24% | ▼ |

| | < 90% | | 90-110% | | >110% |
|---|---|---|---|---|---|

## Data Submitted to DMHAS by 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 10 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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 52 | 52 | 0% | |
| Admits | 4 | 2 | 100% | ▲ |
| Discharges | 9 | 4 | 125% | ▲ |
| Service Hours | 22 | 45 | -51% | ▼ |
| Social Rehab/PHP/IOP Days | 0 | 0 | | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | ▮ | 7 | 16% | 90% | 79% | -74% | ▼ |

## Data Submitted to DMHAS by 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 |
|---|---|---|---|
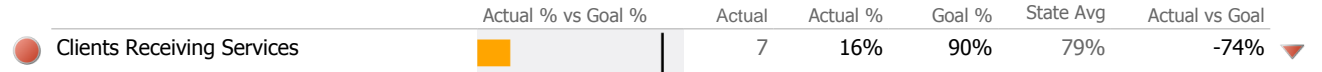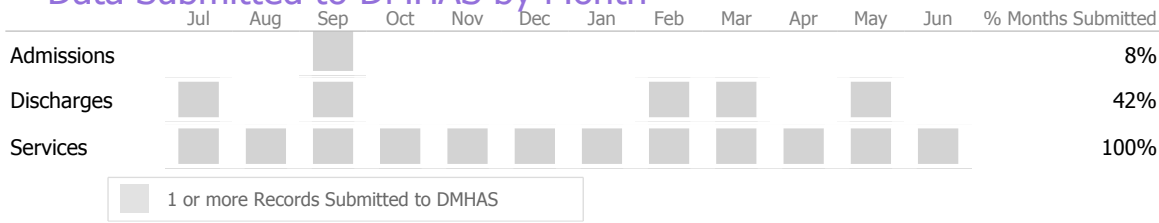
* State Avg based on 36 Active Social Rehabilitation Programs

**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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 9 | 7 | 29% | ▲ |
| Admits | 6 | 1 | 500% | ▲ |
| Discharges | 4 | 4 | 0% | |
| Bed Days | 1,451 | 1,736 | -16% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 83% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 84% |
| ✓ SA Screen Complete | | 100% | 82% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 89% | 97% |
| Valid Axis V GAF Score | | 89% | 94% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 2 | 50% | 60% | 68% | -10% | ▼ |
| ✓ | Follow-up within 30 Days of Discharge | | 2 | 100% | 90% | 80% | 10% | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 8 | 89% | 60% | 84% | 29% | ▲ |
| ✓ | Employed | | 3 | 33% | 25% | 11% | 8% | |
| ✓ | Stable Living Situation | | 9 | 100% | 95% | 96% | 5% | |
| 🔴 | Improved/Maintained Axis V GAF Score | | 4 | 67% | 95% | 68% | -28% | ▼ |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 5 | 382 days | 0.2 | 80% | 90% | 94% | -10% |

▢ < 90%    ▢ 90-110%    🟥 >110%

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | | | | | | ▢ | ▢ | | | | ▢ | 33% |
| Discharges | ▢ | | | | ▢ | | | | | ▢ | | | 25% |

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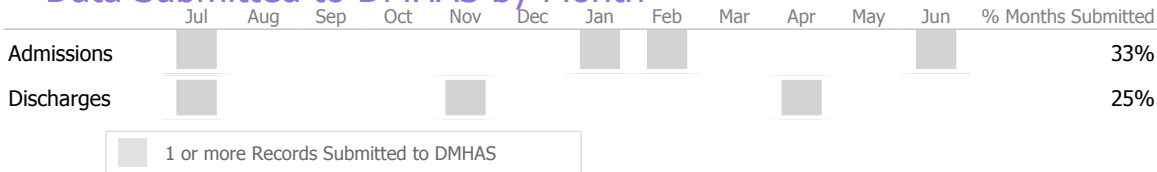
▲ > 10% Over    ▼ < 10% Under

▢ Actual    | Goal    ✓ Goal Met    🔴 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs
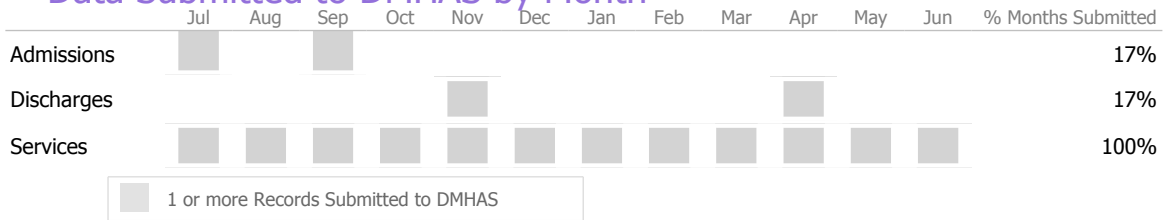
**Wellness and Recovery Primary**
River Valley Services
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 26 | 25 | 4% | |
| Admits | 2 | 6 | -67% | ▼ |
| Discharges | 2 | 1 | 100% | ▲ |
| Service Hours | 23 | 16 | 42% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | | ■ | | | | | | | | | | 17% |
| Discharges | | | | | ■ | | | | | ■ | | | 17% |
| Services | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 14 Active Other Programs

**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 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 60 | 55 | 9% | |
| Admits | 24 | 20 | 20% | ▲ |
| Discharges | 19 | 22 | -14% | ▼ |
| Service Hours | 5,146 | 5,112 | 1% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 99% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 97% | 66% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Treatment Completed Successfully | | 10 | 53% | 50% | 60% | 3% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 56 | 92% | 60% | 71% | 32% | ▲ |
| ✔ Employed | | 23 | 38% | 20% | 11% | 18% | ▲ |
| ✔ Stable Living Situation | | 57 | 93% | 80% | 84% | 13% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 41 | 98% | 90% | 71% | 8% | |

## Data Submitted to DMHAS by Month

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

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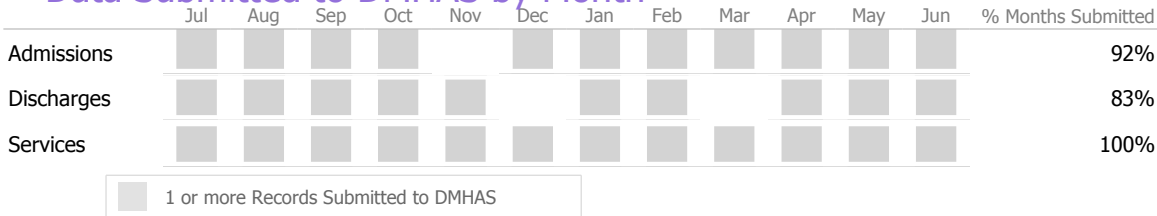
▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs