River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	932	1,036	-10%	
	Admits	962	1,176	-18%	▼
	Discharges	917	1,154	-21%	▼
	Service Hours	17,659	20,272	-13%	▼
	Bed Days	2,930	2,983	-2%	

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

Consumer Satisfaction Survey   (Based on 314 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		91%	80%	92%
✓	Overall		91%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Respect		89%	80%	91%
✓	Quality and Appropriateness		88%	80%	93%
✓	Access		87%	80%	88%
✓	Outcome		83%	80%	83%
●	Recovery		77%	80%	79%

■ 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		278	19.4%
	Crisis Services		245	17.1%
	Outpatient		184	12.8%
	Other		152	10.6%
	Social Rehabilitation		112	7.8%
	Intake		73	5.1%
	Case Management		57	4.0%
	Employment Services		51	3.6%
	Residential Services		15	1.0%
Forensic MH				
	Forensics Community-based		222	15.5%
Forensic SA				
	Forensics Community-based		46	3.2%

Client Demographics

Age

Age		#	%	State Avg
18-25		130	14%	11%
26-34		165	18%	23%
35-44		137	15%	22%
45-54		161	17%	20%
55-64		224	24%	18%
65+		115	12%	6%

Gender

Gender		#	%	State Avg
Male		581	62%	60%
Female		343	37%	40%
Transgender		8	1%	0%

Race

Race		#	%	State Avg
White/Caucasian		640	69%	62%
Black/African American		153	16%	17%
Other		59	6%	13%
Unknown		48	5%	5%
Asian		15	2%	1%
Am. Indian/Native Alaskan		8	1%	1%
Multiple Races		8	1%	1%
Hawaiian/Other Pacific Islander		1	0%	0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		771	83%	▲	70%
Unknown		81	9%		10%
Hisp-Puerto Rican		41	4%		12%
Hispanic-Other		37	4%		8%
Hispanic-Cuban		2	0%		0%
Hispanic-Mexican					1%

■ 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	85%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	58%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	59%
SA Screen Complete	N/A	59%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 89 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	114	4%
Admits	25	28	-11% ▼
Discharges	28	28	0%
Service Hours	4,290	4,673	-8%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	70%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	93%	85%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	30%
✔	SA Screen Complete	100%	30%

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		18	64%	65%	63%	-1%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		112	93%	80%	86%	13% ▲
✔	Improved/Maintained Axis V GAF Score		87	80%	65%	66%	15% ▲
✔	Social Support		81	68%	60%	82%	8%
●	Employed		14	12%	20%	13%	-8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		92	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪	89%
Discharges	▪	▪	▪	▪	▪	▪	▪		▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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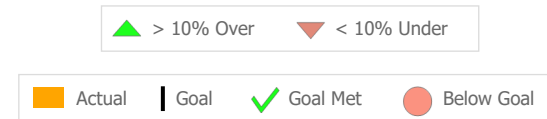
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 36 Active 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	114	-4%
Admits	15	20	-25% ▼
Discharges	14	15	-7%
Service Hours	3,819	4,424	-14% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	70%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	85%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		80%	30%
✔ SA Screen Complete		100%	30%

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		8	57%	65%	63%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		109	99%	80%	86%	19% ▲
✔ Social Support		85	77%	60%	82%	17% ▲
✔ Improved/Maintained Axis V GAF Score		82	77%	65%	66%	12% ▲
🔴 Employed		16	15%	20%	13%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		96	100%	90%	99%	10%

Data Submitted to DMHAS by Month
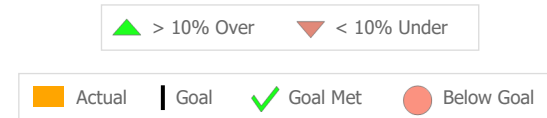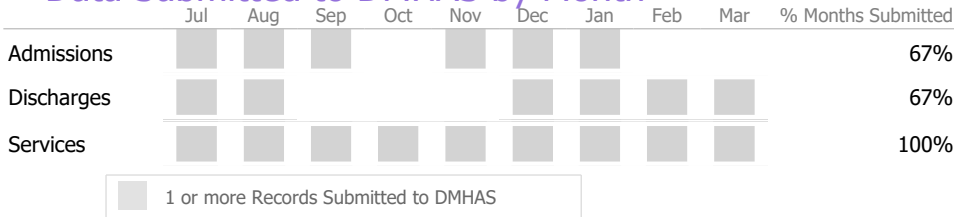
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪		▪	▪				67%
Discharges	▪	▪				▪	▪	▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪		100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 36 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	58	-9%	
Admits	6	19	-68%	▼
Discharges	6	12	-50%	▼
Service Hours	2,098	2,120	-1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	70%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	85%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		67%	30%
✔ SA Screen Complete		100%	30%

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		6	100%	65%	63%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		52	98%	80%	86%	18%	▲
✔ Social Support		38	72%	60%	82%	12%	▲
✔ Improved/Maintained Axis V GAF Score		38	81%	65%	66%	16%	▲
🔴 Employed		9	17%	20%	13%	-3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		47	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪		▪	▪		▪	44%
Discharges					▪	▪		▪		33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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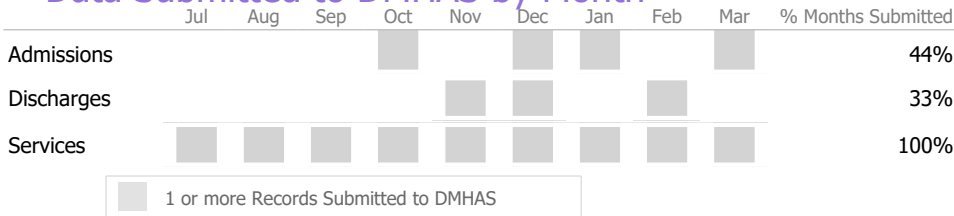
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 36 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	66	-23%	▼
Admits	21	25	-16%	▼
Discharges	19	37	-49%	▼
Service Hours	465	821	-43%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		21	40%	35%	43%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪		78%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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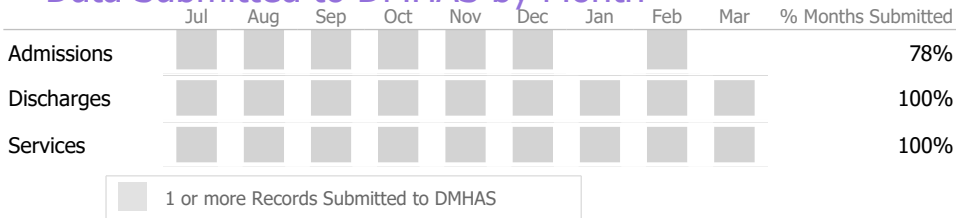
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	37	35%	▲
Admits	32	16	100%	▲
Discharges	28	20	40%	▲
Service Hours	133	112	19%	▲

Data Submitted to DMHAS by Month
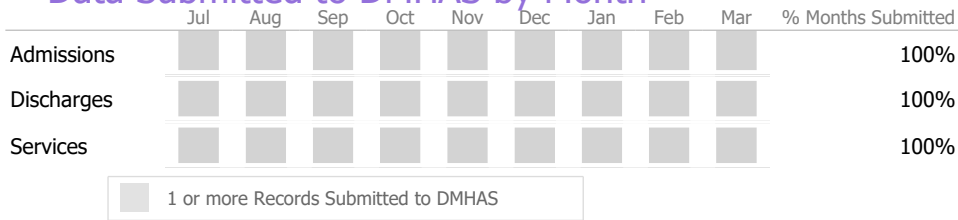
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	46	67%	▲
Admits	66	42	57%	▲
Discharges	55	38	45%	▲
Service Hours	99	166	-40%	▼

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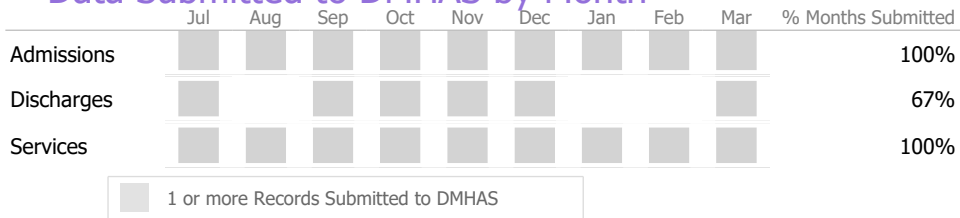
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢		▢	▢	▢	▢			▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	61	-13%	▼
Admits	10	12	-17%	▼
Discharges	11	12	-8%	
Service Hours	655	697	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	58%

Co-occurring		Actual	State Avg
	MH Screen Complete	N/A	59%
	SA Screen Complete	N/A	59%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	98%	97%
✓	Valid Axis V GAF Score	98%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		10	91%	50%	40%	41%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		46	85%	60%	64%	25%	▲
✓	Stable Living Situation		52	96%	95%	81%	1%	
✓	Improved/Maintained Axis V GAF Score		37	77%	75%	52%	2%	
🔴	Employed		14	26%	30%	25%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		43	100%	90%	85%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		6	60%	75%	76%	-15%	▼

Data Submitted to DMHAS by Month
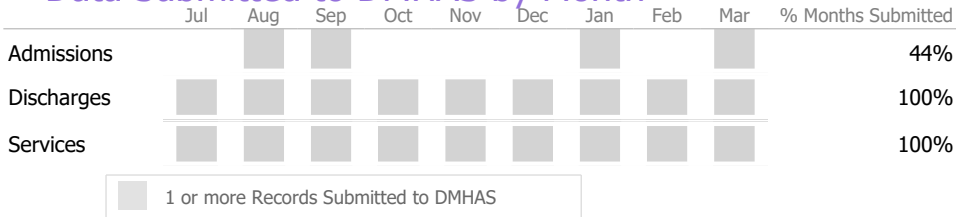
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪				▪			44%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	71	8%	
Admits	18	8	125%	▲
Discharges	14	11	27%	▲
Service Hours	816	1,012	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		62%	59%
✓ SA Screen Complete		100%	59%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	86%	50%	40%	36%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		61	79%	60%	64%	19%	▲
✓	Stable Living Situation		74	96%	95%	81%	1%	
●	Employed		18	23%	30%	25%	-7%	
✓	Improved/Maintained Axis V GAF Score		50	79%	75%	52%	4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		58	92%	90%	85%	2%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		13	72%	75%	76%	-3%

Data Submitted to DMHAS by Month
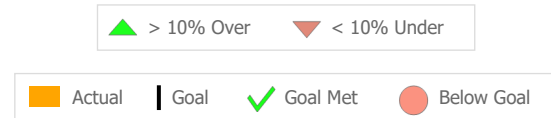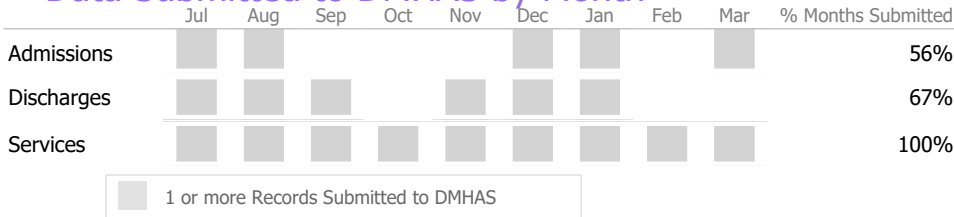
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										67%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	65	-17%	▼
Admits	8	15	-47%	▼
Discharges	5	20	-75%	▼
Service Hours	877	762	15%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		82%	58%

Co-occurring		Actual	State Avg
MH Screen Complete		50%	59%
✓ SA Screen Complete		100%	59%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	97%
✓ Valid Axis V GAF Score		98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	80%	50%	40%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		51	94%	60%	64%	34%	▲
✓ Employed		23	43%	30%	25%	13%	▲
✓ Stable Living Situation		54	100%	95%	81%	5%	
✓ Improved/Maintained Axis V GAF Score		39	78%	75%	52%	3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	98%	90%	85%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		3	38%	75%	76%	-37%	▼

Data Submitted to DMHAS by Month
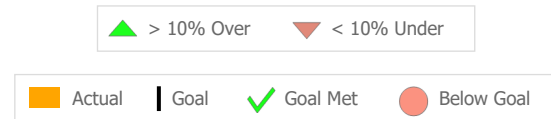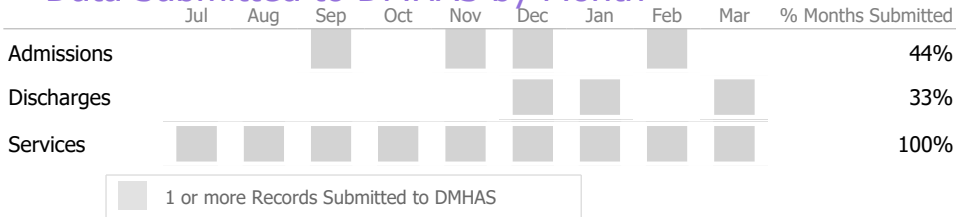
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▦		▦	▦		▦		44%
Discharges						▦	▦	▦		33%
Services	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	● Below Goal

* State Avg based on 89 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	10	-	
Discharges	-	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	77%

Co-occurring		Actual	State Avg
MH Screen Complete		60%	86%
✓ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	49%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual │ Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	92	-50%	▼
Admits	31	55	-44%	▼
Discharges	28	81	-65%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▬	17	100%	0%	100%	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢		▢	▢	89%
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

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	96	-24%	▼
Admits	50	63	-21%	▼
Discharges	41	55	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢	89%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
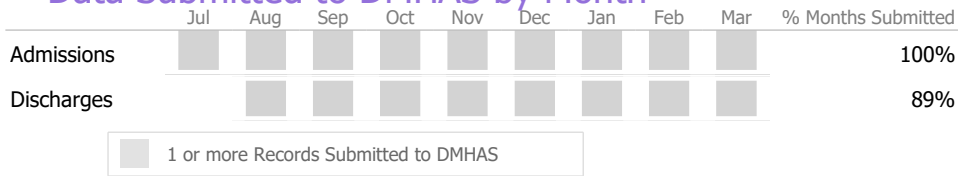
* State Avg based on 1 Active Standard Case Management Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	221	287	-23%	▼
Admits	356	510	-30%	▼
Discharges	358	509	-30%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		289	82%	75%	75%	7%	
✓	Community Location Evaluation		327	92%	80%	92%	12%	▲
✓	Follow-up Service within 48 hours		71	100%	90%	91%	10%	

Data Submitted to DMHAS by Month

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

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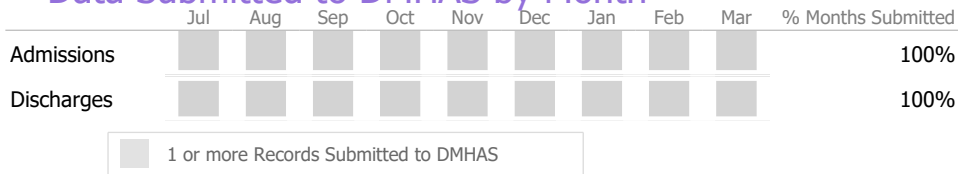
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

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	% 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 1 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	86	-15%	▼
Admits	69	85	-19%	▼
Discharges	73	84	-13%	▼
Service Hours	139	182	-23%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

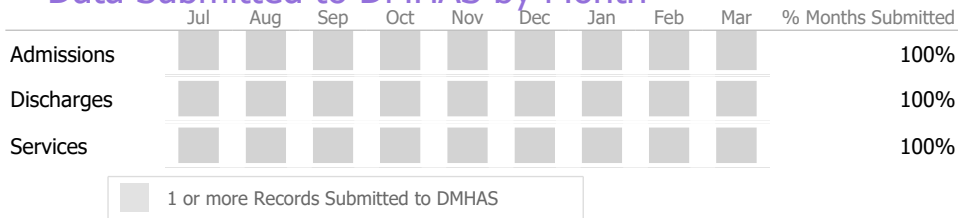* State Avg based on 17 Active Central Intake Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	168	176	-5%	
Admits	126	144	-13%	▼
Discharges	137	134	2%	

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		41	100%	0%	46%	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	63	-19% ▼
Admits	65	67	-3%
Discharges	65	68	-4%
Service Hours	812	815	0%
Bed Days	1,613	1,698	-5%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		53	82%	85%	88%	-3%
✅	Follow-up within 30 Days of Discharge		52	100%	90%	81%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		8	46 days	0.1	73%	90%	73%	-17% ▼

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	81	38%	▲
Admits	34	40	-15%	▼
Discharges	13	9	44%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization
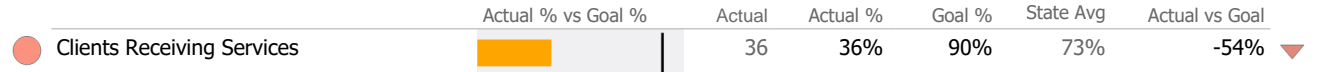
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		36	36%	90%	73%	-54%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢			▢		▢			44%
Discharges			▢		▢	▢	▢	▢	▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

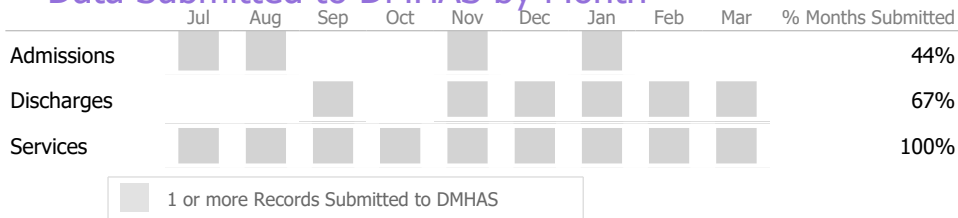Actual | Goal ✓ Goal Met ● Below Goal

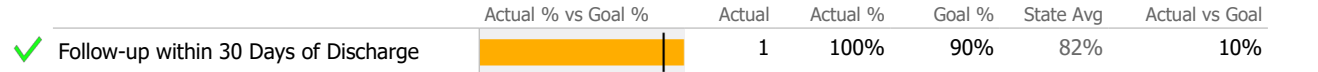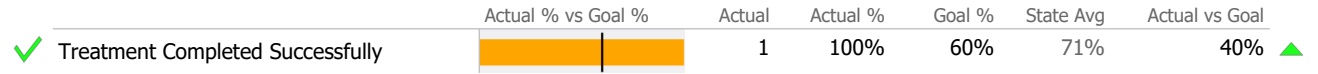* State Avg based on 33 Active Social Rehabilitation Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	6	-17%	▼
Admits	-	1	-100%	▼
Discharges	1	2	-50%	▼
Bed Days	1,317	1,285	2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	51%

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

Co-occurring		Actual	State Avg
	MH Screen Complete	N/A	56%
	SA Screen Complete	N/A	56%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	80%	99%
	Valid Axis V GAF Score	80%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	71%	40%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		5	100%	60%	85%	40%	▲
✓	Stable Living Situation		5	100%	95%	92%	5%	
🔴	Employed		1	20%	25%	10%	-5%	
🔴	Improved/Maintained Axis V GAF Score		1	20%	95%	63%	-75%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		5	627 days	0.3	96%	90%	96%	6%

▢ < 90%	▢ 90-110%	🔴 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges								▢		11%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 81 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	30	10%	
Admits	7	6	17%	▲
Discharges	4	3	33%	▲
Service Hours	79	14		

Data Submitted to DMHAS by Month
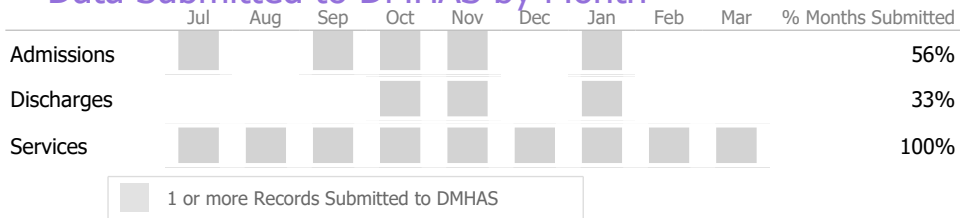
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪	▪	▪		▪			56%
Discharges				▪	▪		▪			33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	62	-8%	
Admits	13	20	-35%	▼
Discharges	17	16	6%	
Service Hours	3,278	4,455	-26%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	53%	50%	57%	3%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		50	86%	60%	71%	26%	▲
✓	Employed		19	33%	20%	12%	13%	▲
✓	Stable Living Situation		54	93%	80%	76%	13%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		41	100%	90%	83%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	91%	63%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪		▪	▪	▪		▪	▪	78%
Discharges	▪			▪	▪		▪	▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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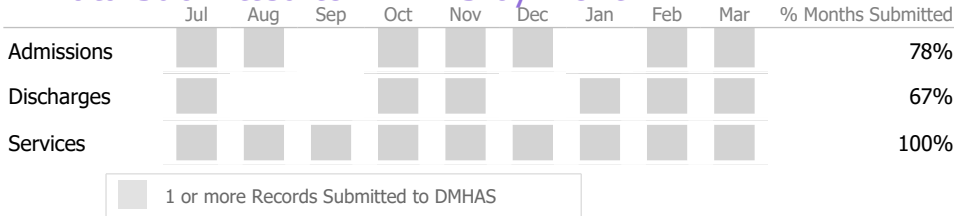
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs