River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	981	1,143	-14%	▼
	Admits	1,124	1,503	-25%	▼
	Discharges	1,113	1,498	-26%	▼
	Service Hours	21,322	27,044	-21%	▼
	Bed Days	3,491	4,018	-13%	▼

▲ > 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		
Crisis Services	287	18.8%
Community Support	283	18.6%
Outpatient	187	12.3%
Other	162	10.6%
Social Rehabilitation	112	7.3%
Intake	86	5.6%
Case Management	60	3.9%
Employment Services	52	3.4%
Residential Services	17	1.1%
Forensic MH		
Forensics Community-based	231	15.2%
Forensic SA		
Forensics Community-based	47	3.1%

Client Demographics

Age

	#	%	State Avg
18-25	137	14%	11%
26-34	180	18%	23%
35-44	144	15%	22%
45-54	173	18%	20%
55-64	231	24%	18%
65+	116	12%	6%

Gender

	#	%	State Avg
Male	605	62%	60%
Female	368	38%	40%
Transgender	8	1%	0%

Ethnicity

	#	%		State Avg
Non-Hispanic	802	82%	▲	69%
Unknown	93	9%		11%
Hisp-Puerto Rican	43	4%		11%
Hispanic-Other	41	4%		8%
Hispanic-Cuban	2	0%		0%
Hispanic-Mexican				1%

Race

	#	%	State Avg
White/Caucasian	667	68%	62%
Black/African American	160	16%	17%
Other	65	7%	13%
Unknown	56	6%	6%
Asian	15	2%	1%
Am. Indian/Native Alaskan	9	1%	1%
Multiple Races	8	1%	1%
Hawaiian/Other Pacific Islander	1	0%	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 2019 - June 2020 (Data as of Oct 19, 2020)

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	84%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	56%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	61%
SA Screen Complete		N/A	61%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	39%	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%	55%	-75%
Social Support		N/A	N/A	60%	64%	-60%
Stable Living Situation		N/A	N/A	95%	81%	-95%

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	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 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	123	-1%	
Admits	29	39	-26%	▼
Discharges	37	33	12%	▲
Service Hours	5,121	6,272	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	71%

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

Co-occurring		Actual	State Avg
✔	MH Screen Complete	94%	40%
✔	SA Screen Complete	100%	36%

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	65%	65%	62%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		116	94%	80%	87%	14%	▲
✔	Improved/Maintained Axis V GAF Score		92	79%	65%	66%	14%	▲
✔	Social Support		83	67%	60%	81%	7%	
🔴	Employed		15	12%	20%	13%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		87	100%	90%	99%	10%

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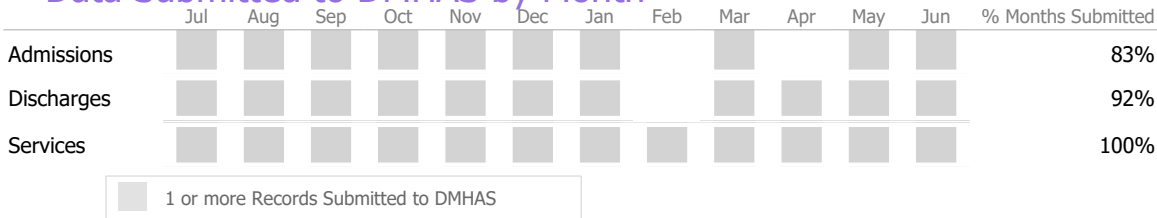
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪		▪		83%
Discharges	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪		92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	109	118	-8%	
Admits	15	24	-38%	▼
Discharges	19	23	-17%	▼
Service Hours	4,647	5,841	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	71%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	70%	84%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	83%	40%
✔	SA Screen Complete	100%	36%

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		11	58%	65%	62%	-7%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		109	99%	80%	87%	19%	▲
✔	Social Support		85	77%	60%	81%	17%	▲
✔	Improved/Maintained Axis V GAF Score		84	76%	65%	66%	11%	▲
🔴	Employed		16	15%	20%	13%	-5%	

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 by Month
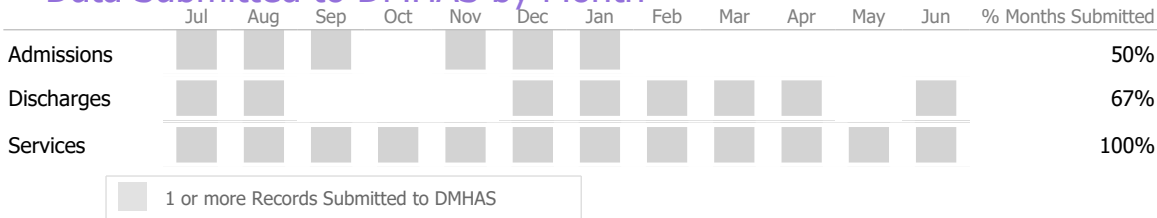
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪	▪	▪						50%
Discharges	▪	▪				▪	▪	▪	▪	▪		▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	61	-10%	
Admits	9	23	-61%	▼
Discharges	10	16	-38%	▼
Service Hours	2,354	2,967	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	71%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	84%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	80%	40%
✓	SA Screen Complete	100%	36%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	80%	65%	62%	15%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		55	98%	80%	87%	18%	▲
✓	Social Support		42	75%	60%	81%	15%	▲
✓	Improved/Maintained Axis V GAF Score		42	84%	65%	66%	19%	▲
●	Employed		9	16%	20%	13%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	96%	90%	99%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▫		▫	▫	▫	▫		▫		50%
Discharges					▫	▫		▫	▫	▫	▫		42%
Services	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	100%

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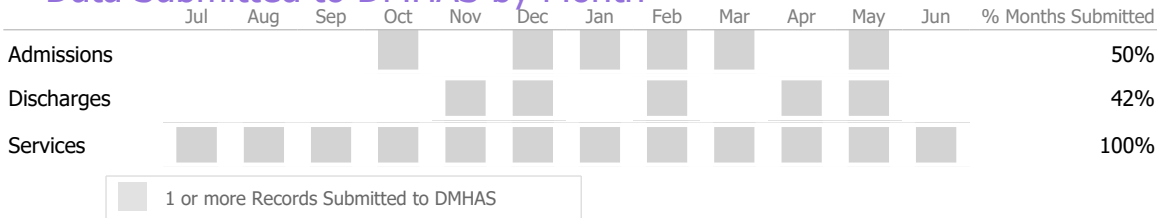
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	68	-24%	▼
Admits	24	30	-20%	▼
Discharges	20	42	-52%	▼
Service Hours	637	975	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		21	38%	35%	43%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	97%	90%	96%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪				▪	67%
Discharges	▪	▪	▪	▪	▪	▪	▪		▪			▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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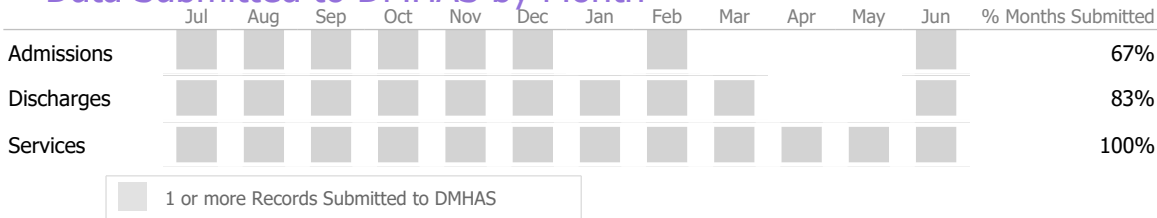
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	43	40%	▲
Admits	42	22	91%	▲
Discharges	36	26	38%	▲
Service Hours	165	183	-10%	

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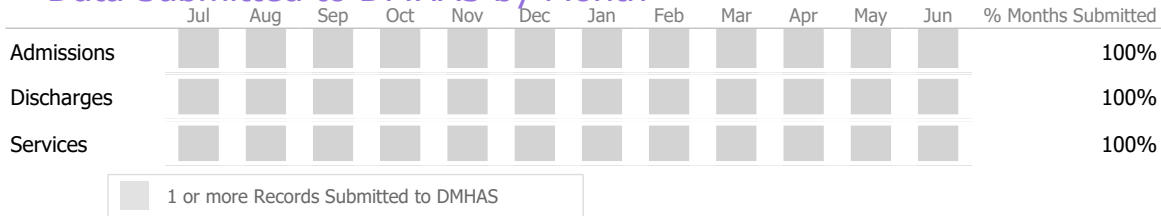
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	53	47%	▲
Admits	67	54	24%	▲
Discharges	79	48	65%	▲
Service Hours	111	195	-43%	▼

Data Submitted to DMHAS by Month
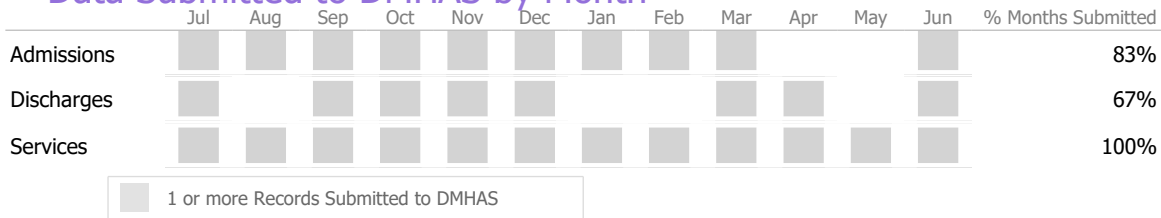
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢			▢		83%
Discharges	▢		▢	▢	▢	▢			▢	▢		▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	61	-10%
Admits	12	12	0%
Discharges	12	19	-37% ▼
Service Hours	837	953	-12% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		81%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	97%
✓ Valid Axis V GAF Score		96%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	92%	50%	39%	42% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		46	82%	60%	64%	22% ▲
✓ Stable Living Situation		54	96%	95%	81%	1%
● Employed		15	27%	30%	25%	-3%
✓ Improved/Maintained Axis V GAF Score		37	77%	75%	55%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	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		8	67%	75%	74%	-8%

Data Submitted to DMHAS by Month
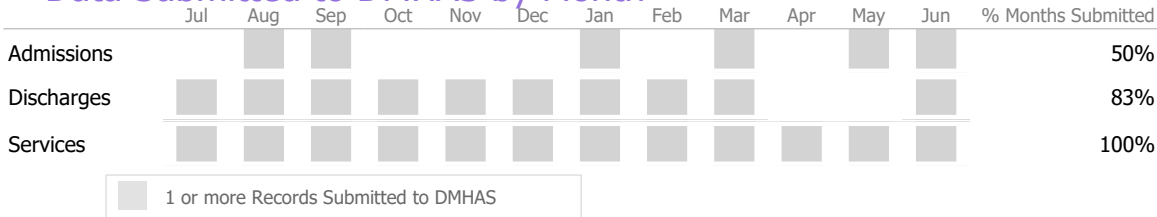
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪				▪		▪		▪	▪	50%
Discharges	▪	▪	▪	▪	▪		▪	▪	▪			▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	100%

◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	75	4%	
Admits	19	13	46%	▲
Discharges	15	17	-12%	▼
Service Hours	1,094	1,337	-18%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	84%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		62%	56%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		67%	61%
✓ SA Screen Complete		100%	61%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		12	80%	50%	39%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		61	78%	60%	64%	18%	▲
✓ Stable Living Situation		75	96%	95%	81%	1%	
✓ Improved/Maintained Axis V GAF Score		55	82%	75%	55%	7%	
🔴 Employed		17	22%	30%	25%	-8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	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		14	74%	75%	74%	-1%

Data Submitted to DMHAS by Month
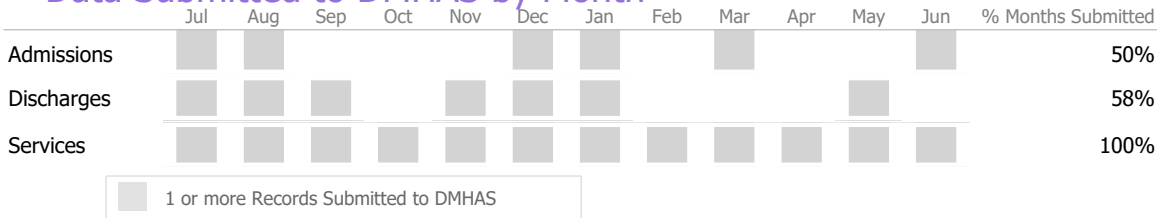
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢				▢		▢				▢	50%
Discharges	▢	▢	▢		▢	▢	▢				▢		58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	70	-23%	▼
Admits	9	20	-55%	▼
Discharges	9	26	-65%	▼
Service Hours	1,026	1,100	-7%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	56%

Co-occurring		Actual	State Avg
MH Screen Complete		50%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		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		6	67%	50%	39%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		52	95%	60%	64%	35%	▲
✓	Employed		21	38%	30%	25%	8%	
✓	Stable Living Situation		55	100%	95%	81%	5%	
✓	Improved/Maintained Axis V GAF Score		41	76%	75%	55%	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		46	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		4	44%	75%	74%	-31%	▼

Data Submitted to DMHAS by Month
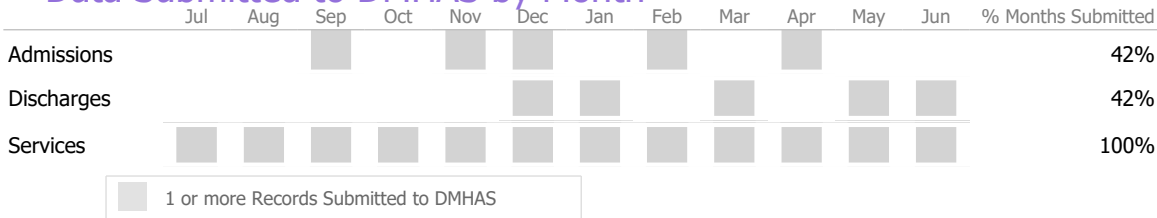
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▣		▣	▣		▣		▣			42%
Discharges						▣	▣		▣		▣	▣	42%
Services	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	100%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▣ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	11	-	
Discharges	1	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	75%

Co-occurring		Actual	State Avg
MH Screen Complete		67%	85%
✓ SA Screen Complete		100%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	75%	71%	-75% ▼
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		1	100%	75%	52%	25% ▲

Data Submitted to DMHAS by Month
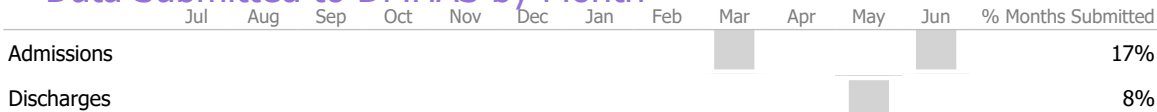
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▪			▪	17%
Discharges											▪		8%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 29 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	101	-53%	▼
Admits	32	66	-52%	▼
Discharges	31	89	-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	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢		▢	▢		▢		75%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢			▢	83%

▢ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	104	-26%	▼
Admits	54	72	-25%	▼
Discharges	50	80	-38%	▼

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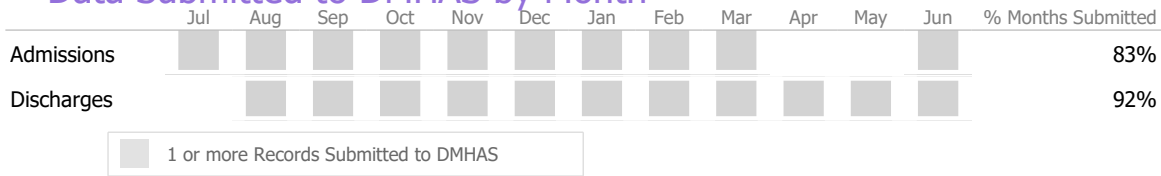
* State Avg based on 1 Active Standard Case Management Programs

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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	264	356	-26%	▼
Admits	446	670	-33%	▼
Discharges	449	667	-33%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		364	82%	75%	75%	7%	
✓	Community Location Evaluation		409	92%	80%	93%	12%	▲
✓	Follow-up Service within 48 hours		83	99%	90%	89%	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
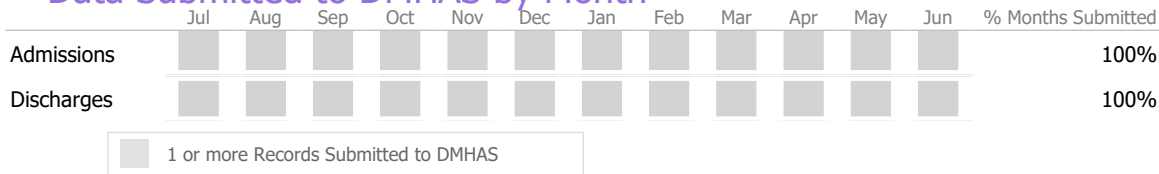
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

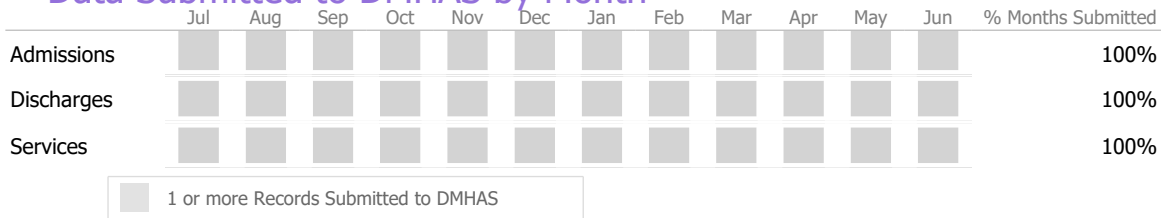* State Avg based on 26 Active Mobile Crisis Team Programs

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 - June 2020 (Data as of Oct 19, 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	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 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	110	-22%	▼
Admits	83	109	-24%	▼
Discharges	84	107	-21%	▼
Service Hours	158	235	-33%	▼

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 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	174	208	-16%	▼
Admits	137	183	-25%	▼
Discharges	140	180	-22%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours	▮▬▬▬▬	47	104%	0%	49%	104%	▲

Data Submitted to DMHAS by Month

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

▢ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	77	-27%	▼
Admits	74	87	-15%	▼
Discharges	78	89	-12%	▼
Service Hours	1,003	1,114	-10%	▼
Bed Days	1,917	2,287	-16%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		64	82%	85%	89%	-3%
✓	Follow-up within 30 Days of Discharge		60	98%	90%	81%	8%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	47 days	0.1	65%	90%	67%	-25%	▼

▯ < 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	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	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 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	86	30%	▲
Admits	34	45	-24%	▼
Discharges	16	10	60%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization
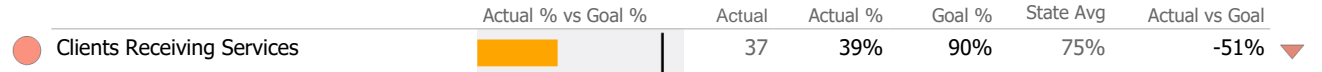
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		37	39%	90%	75%	-51%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢			▢		▢						33%
Discharges		▢	▢		▢	▢	▢	▢	▢		▢	▢	75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
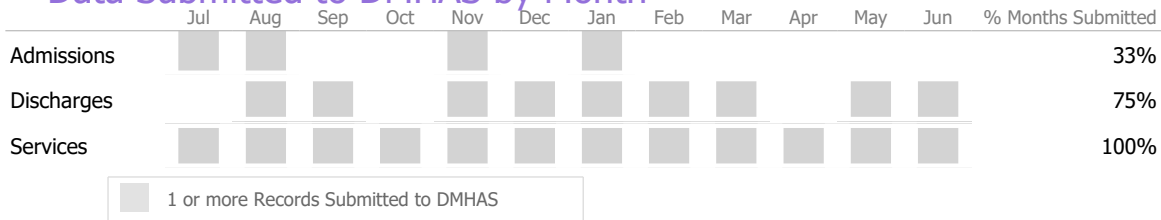
* State Avg based on 33 Active Social Rehabilitation Programs

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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	1	2	-50%	▼
Discharges	3	2	50%	▲
Bed Days	1,574	1,731	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	52%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	86%

Co-occurring		Actual	State Avg
	MH Screen Complete	N/A	64%
	SA Screen Complete	N/A	59%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	83%	99%
	Valid Axis V GAF Score	83%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	60%	72%	40%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	100%	60%	86%	40%	▲
✓	Stable Living Situation		6	100%	95%	94%	5%	
🔴	Employed		1	17%	25%	9%	-8%	
🔴	Improved/Maintained Axis V GAF Score		1	20%	95%	64%	-75%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		5	646 days	0.3	86%	90%	97%	-4%

■ < 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												■	8%
Discharges							■		■				17%

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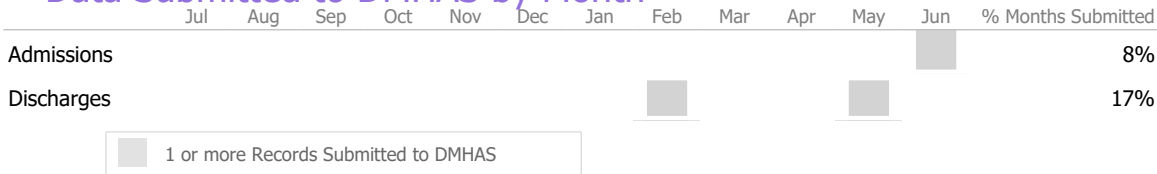
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	10	8	25% ▲
Discharges	5	3	67% ▲
Service Hours	169	27	

Data Submitted to DMHAS by Month
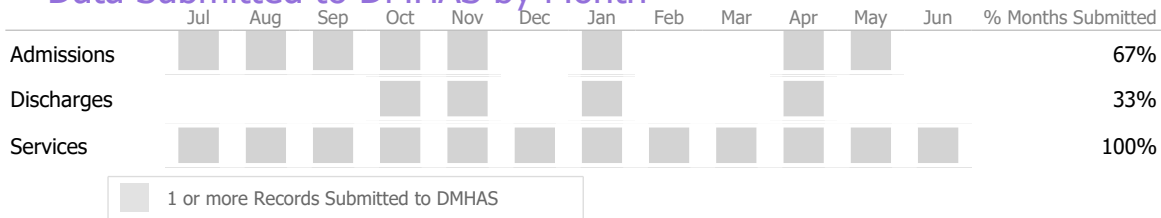
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■			■	■		67%
Discharges				■	■		■			■			33%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	64	-6%
Admits	16	24	-33% ▼
Discharges	19	21	-10%
Service Hours	3,858	5,820	-34% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		80%	58%

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		52	85%	60%	72%	25% ▲
✓ Stable Living Situation		58	95%	80%	78%	15% ▲
✓ Employed		19	31%	20%	13%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	83%	10%

Data Submitted to DMHAS by Month

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

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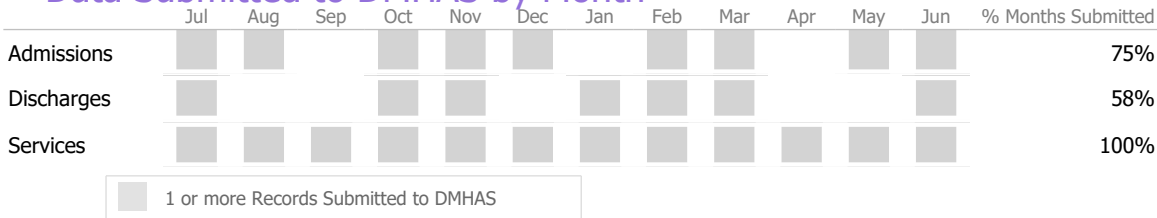
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs