River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,208	1,196	1%	
	Admits	1,570	1,812	-13%	▼
	Discharges	1,756	2,042	-14%	▼
	Service Hours	26,674	21,410	25%	▲
	Bed Days	10,297	3,881	165%	▲

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

Consumer Satisfaction Survey   (Based on 200 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		85%	80%	92%
✓	General Satisfaction		84%	80%	92%
✓	Quality and Appropriateness		81%	80%	93%
✓	Respect		80%	80%	91%
✓	Overall		80%	80%	91%
✓	Access		80%	80%	88%
🔴	Outcome		74%	80%	83%
🔴	Recovery		68%	80%	79%

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

Clients by Level of Care

Program Type / Level of Care Type		#	%
Mental Health			
	Crisis Services	376	18.8%
	Community Support	360	18.0%
	Intake	223	11.1%
	Outpatient	198	9.9%
	Employment Services	113	5.6%
	Other	110	5.5%
	Social Rehabilitation	102	5.1%
	Case Management	69	3.4%
	Residential Services	36	1.8%
Forensic MH			
	Forensics Community-based	313	15.6%
Addiction			
	Forensics Community-based	105	5.2%

Client Demographics

Age

Age	#	%	State Avg
18-25	201	17%	15%
26-34	200	17%	24%
35-44	188	16%	19%
45-54	264	22%	22%
55-64	252	21%	15%
65+	93	8%	4%

Gender

Gender	#	%	State Avg
Male	747	62%	60%
Female	459	38%	40%
Transgender	2	0%	0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	994	82%	75%
Unknown	121	10%	6%
Hisp-Puerto Rican	50	4%	12%
Hispanic-Other	38	3%	7%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	1	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	877	74%	65%
Black/African American	184	16%	16%
Other	44	4%	13%
Unknown	35	3%	3%
Asian	20	2%	1%
Multiple Races	15	1%	1%
Am. Indian/Native Alaskan	8	1%	1%
Hawaiian/Other Pacific Islander			0%

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

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 2015 - June 2016 (Data as of Sep 12, 2016)

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%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		N/A	N/A	30%	22%	-30%	▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75%	▼
🔴 Social Support		N/A	N/A	60%	69%	-60%	▼
🔴 Stable Living Situation		N/A	N/A	95%	86%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	63%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	86%	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 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	132	5%	
Admits	23	32	-28%	▼
Discharges	44	19	132%	▲
Service Hours	6,046	4,483	35%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		37	84%	65%	69%	19%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		106	76%	60%	80%	16%	▲
✔	Stable Living Situation		133	95%	80%	92%	15%	▲
🔴	Employed		13	9%	20%	12%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		93	72%	95%	60%	-23%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	89%

Cooccurring		Actual	State Avg
MH Screen Complete		77%	83%
SA Screen Complete		65%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		90%	86%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		96	99%	90%	98%	9%

Data Submitted to DMHAS by Month
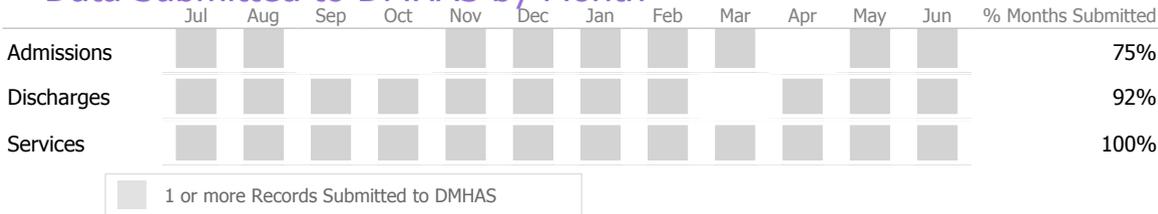
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 44 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	144	157	-8%	
Admits	26	27	-4%	
Discharges	45	37	22%	▲
Service Hours	6,353	4,738	34%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	89%

Cooccurring		Actual	State Avg
MH Screen Complete		76%	83%
SA Screen Complete		76%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		76%	86%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		37	82%	65%	69%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		119	80%	60%	80%	20%	▲
✔	Stable Living Situation		140	95%	80%	92%	15%	▲
🔴	Employed		21	14%	20%	12%	-6%	
🔴	Improved/Maintained Axis V GAF Score		90	63%	95%	60%	-32%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		103	100%	90%	98%	10%	

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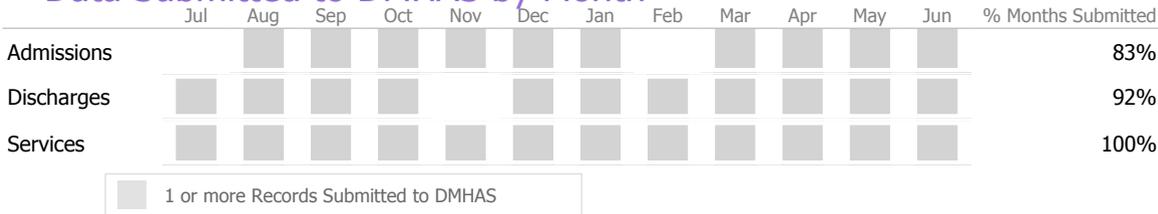
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪	▪			▪	▪		▪	83%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ▏Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 44 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	73	14%	▲
Admits	27	41	-34%	▼
Discharges	17	18	-6%	
Service Hours	2,811	1,743	61%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	89%

Cooccurring		Actual	State Avg
MH Screen Complete		78%	83%
SA Screen Complete		78%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
Valid Axis V GAF Score		35%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		11	65%	65%	69%	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		71	85%	60%	80%	25%	▲
✔ Stable Living Situation		82	98%	80%	92%	18%	▲
🔴 Employed		12	14%	20%	12%	-6%	
🔴 Improved/Maintained Axis V GAF Score		37	46%	95%	60%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		66	99%	90%	98%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■		■		■	■		75%
Discharges		■		■	■	■	■	■	■	■			67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

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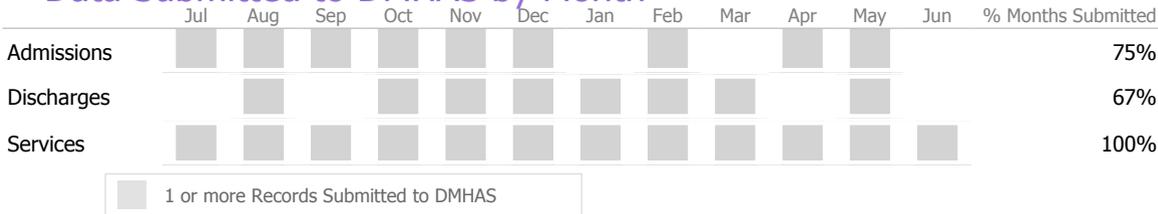
▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 44 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	124	-9%	
Admits	54	60	-10%	
Discharges	58	71	-18%	▼
Service Hours	1,293	1,010	28%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		36	30%	35%	39%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		62	98%	90%	96%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
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 40 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	50	26%	▲
Admits	37	32	16%	▲
Discharges	37	22	68%	▲
Service Hours	508	110		

Data Submitted to DMHAS by Month

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

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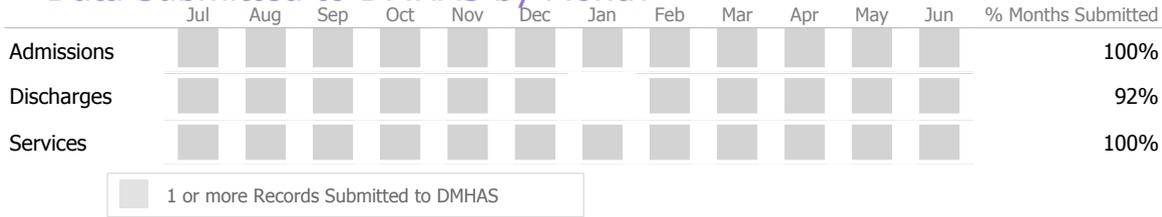
▲ > 10% Over	▼ < 10% Under

| ▢ Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 14 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	80	-8%	
Admits	79	103	-23%	▼
Discharges	94	82	15%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		14	33%	75%	64%	-42%	▼
🔴	Community Location Evaluation		9	21%	80%	64%	-59%	▼
✔	Follow-up Service within 48 hours		26	100%	90%	53%	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%

☐ 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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
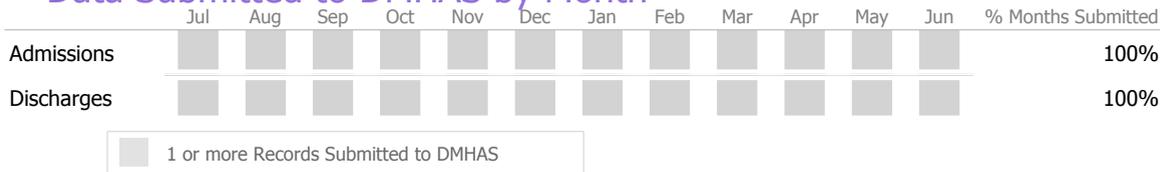Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	172	-61%	▼
Admits	19	10	90%	▲
Discharges	10	125	-92%	▼
Service Hours	778	871	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	63%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		96%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		8	80%	50%	42%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		52	78%	60%	69%	18%	▲
🔴 Stable Living Situation		63	94%	95%	86%	-1%	
🔴 Improved/Maintained Axis V GAF Score		43	69%	75%	53%	-6%	
🔴 Employed		9	13%	30%	22%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		10	53%	75%	65%	-22%	▼

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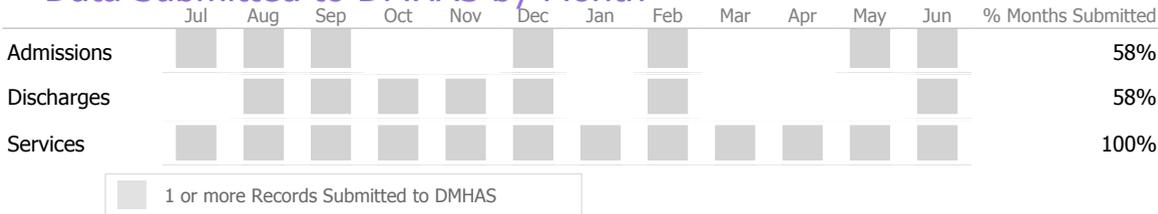
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢			▢		▢			▢	▢	58%
Discharges		▢	▢	▢	▢	▢		▢			▢	▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ❘ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	187	-65% ▼
Admits	26	25	4%
Discharges	12	150	-92% ▼
Service Hours	1,050	1,000	5%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	92%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		98%	63%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	76%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		98%	99%
✔ Valid Axis V GAF Score		88%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		9	75%	50%	42%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		59	88%	60%	69%	28% ▲
✔ Stable Living Situation		66	99%	95%	86%	4%
✔ Employed		21	31%	30%	22%	1%
● Improved/Maintained Axis V GAF Score		37	66%	75%	53%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		54	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		22	85%	75%	65%	10%

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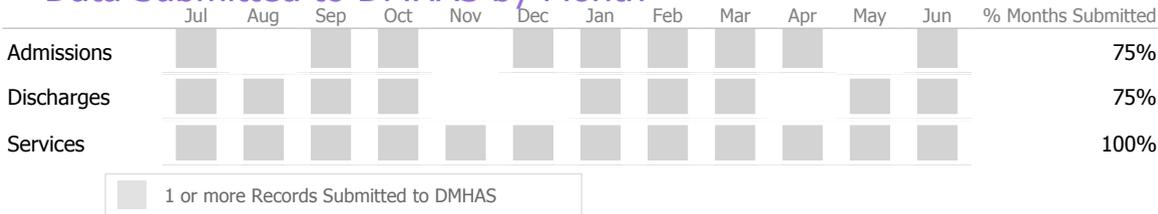
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢		▢	▢	▢	▢	▢		▢	75%
Discharges	▢	▢	▢	▢			▢	▢	▢	▢		▢	75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	99	-65%	▼
Admits	6	15	-60%	▼
Discharges	15	72	-79%	▼
Service Hours	248	584	-57%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	63%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		31%	86%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		15	100%	50%	42%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		29	81%	60%	69%	21%	▲
✔	Improved/Maintained Axis V GAF Score		29	88%	75%	53%	13%	▲
🔴	Stable Living Situation		34	94%	95%	86%	-1%	
🔴	Employed		10	28%	30%	22%	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		21	100%	90%	86%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		4	67%	75%	65%	-8%

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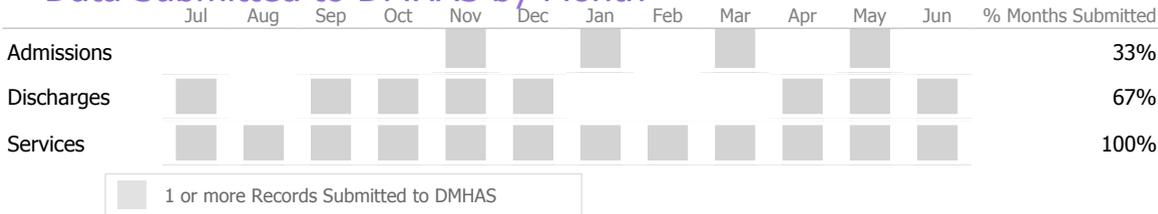
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▪		▪		▪		▪		33%
Discharges	▪		▪	▪	▪	▪				▪		▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	25	-64%	▼
Admits	4	20	-80%	▼
Discharges	5	19	-74%	▼
Service Hours	93	145	-36%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	63%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		67%	86%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	80%	50%	42%	30%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		9	90%	60%	69%	30%	▲
✔	Stable Living Situation		10	100%	95%	86%	5%	
✔	Employed		3	30%	30%	22%	0%	
🔴	Improved/Maintained Axis V GAF Score		5	71%	75%	53%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		5	100%	90%	86%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		2	50%	75%	65%	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▪	▪			▪	25%
Discharges		▪	▪									▪	25%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	98	7%	
Admits	60	83	-28%	▼
Discharges	67	56	20%	▲
Service Hours	774	651	19%	▲

Service Utilization
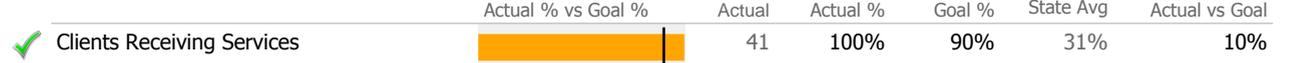
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		41	100%	90%	31%	10%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		7	54%	0%	65%	54%	▲

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
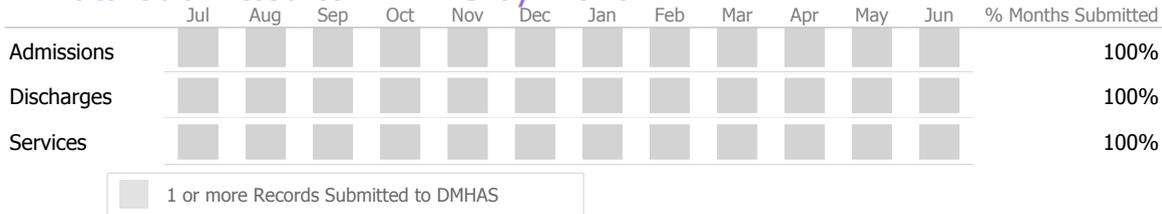
▲ > 10% Over   ▼ < 10% Under

🟧 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	126	116	9%	
Admits	101	79	28%	▲
Discharges	85	92	-8%	

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	331	419	-21%	▼
Admits	554	747	-26%	▼
Discharges	554	763	-27%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Evaluation within 1.5 hours of Request		469	68%	75%	64%	-7%
✅ Community Location Evaluation		576	84%	80%	64%	4%
✅ Follow-up Service within 48 hours		149	97%	90%	53%	7%

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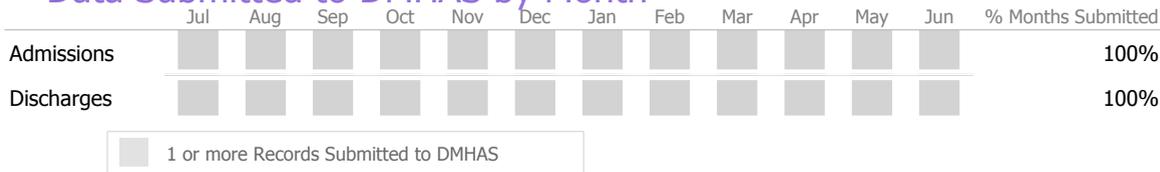
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	3		▼
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	223	252	-12%	▼
Admits	156	140	11%	▲
Discharges	228	188	21%	▲
Service Hours	333	234	42%	▲

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

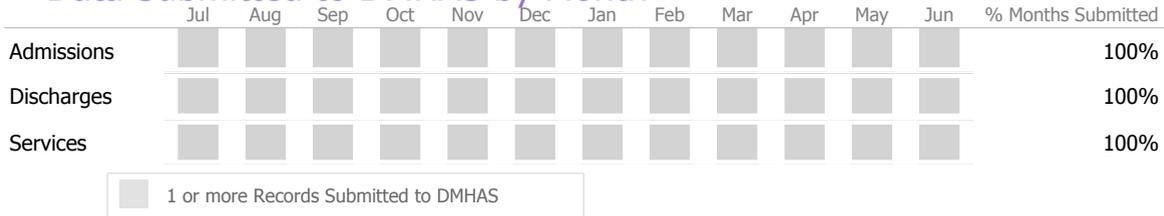* State Avg based on 10 Active Central Intake Programs

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

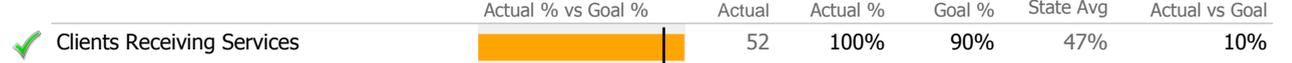Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	234	194	21%	▲
Admits	211	189	12%	▲
Discharges	210	166	27%	▲
Service Hours	952	706	35%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		52	100%	90%	47%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		71	60%	0%	16%	60% ▲

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
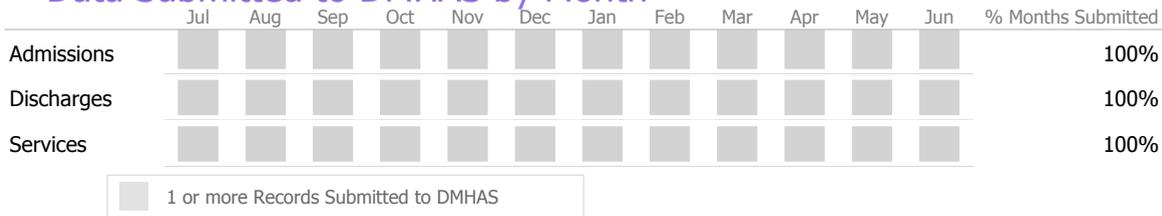
▲ > 10% Over   ▼ < 10% Under

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
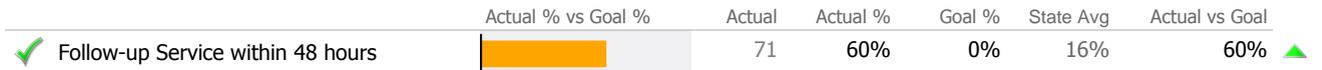Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	35	-29%	▼
Admits	13	18	-28%	▼
Discharges	16	24	-33%	▼
Service Hours	270	367	-26%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		80%	63%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		81%	78%
✔ SA Screen Complete		88%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		28%	86%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		9	56%	50%	42%	6%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		21	84%	60%	69%	24%	▲
🔴	Stable Living Situation		23	92%	95%	86%	-3%	
🔴	Employed		5	20%	30%	22%	-10%	
🔴	Improved/Maintained Axis V GAF Score		7	33%	75%	53%	-42%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		9	100%	90%	86%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		10	77%	75%	65%	2%

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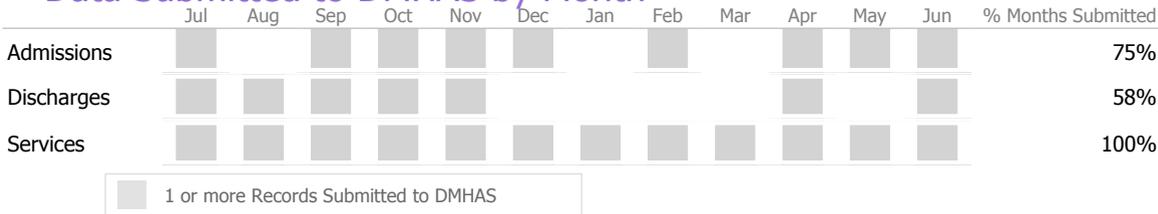
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢			▢		▢	▢		75%
Discharges	▢	▢	▢	▢						▢		▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	87	3%	
Admits	113	101	12%	▲
Discharges	114	101	13%	▲
Service Hours	1,063	1,354	-22%	▼
Bed Days	2,277	-		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		94	82%	85%	91%	-3%
✔	Follow-up within 30 Days of Discharge		33	97%	90%	73%	7%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	45 days	0.1	78%	90%	85%	-12%	▼

	< 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 9 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	105	-3%	
Admits	7	37	-81%	▼
Discharges	51	10	410%	▲
Service Hours	82	51	61%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		24	47%	90%	71%	-43%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■		■					■	25%
Discharges		■	■		■	■	■	■	■	■		■	83%
Services	■	■	■		■	■	■	■	■	■			83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
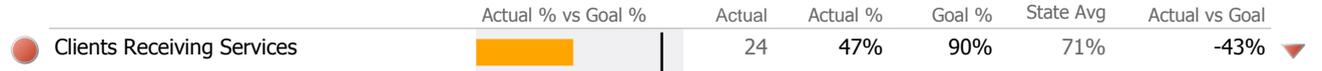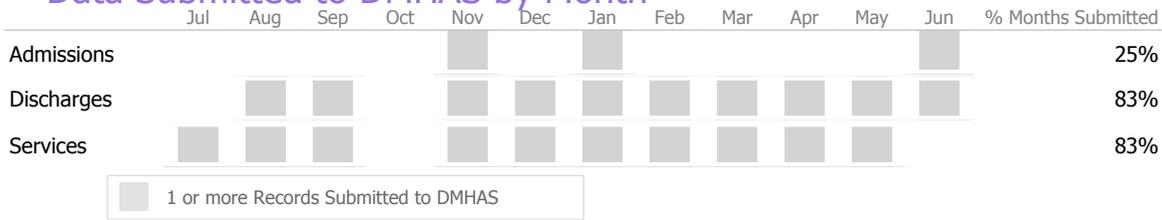
* State Avg based on 38 Active Social Rehabilitation Programs

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	31	16%	▲
Admits	12	5	140%	▲
Discharges	32	7	357%	▲
Bed Days	8,020	3,881	107%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	89%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	83%
✔ SA Screen Complete		91%	82%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		39%	93%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		20	62%	60%	68%	2%	
✔	Follow-up within 30 Days of Discharge		19	95%	90%	81%	5%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		37	100%	60%	86%	40%	▲
✔	Employed		10	27%	25%	8%	2%	
🔴	Stable Living Situation		33	89%	95%	96%	-6%	
🔴	Improved/Maintained Axis V GAF Score		19	54%	95%	69%	-41%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		6	1,162 days	0.1	376%	90%	93%	286%	▲

< 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		▢	▢	▢	▢	▢		▢			▢	▢	67%
Discharges	▢		▢	▢	▢			▢	▢	▢	▢		75%

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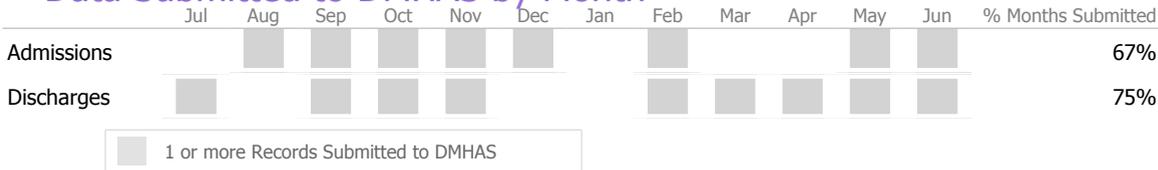
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 74 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	33	48%	▲
Admits	17	29	-41%	▼
Discharges	30	2	1400%	▲
Service Hours	19	5		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢							▢	▢		42%
Discharges			▢			▢					▢	▢	33%
Services			▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	83%

▢ 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	58	19%	▲
Admits	25	13	92%	▲
Discharges	32	12	167%	▲
Service Hours	4,002	3,358	19%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	65%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		17	53%	50%	56%	3%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		65	92%	60%	65%	32%	▲
✔	Employed		18	25%	20%	12%	5%	
✔	Stable Living Situation		60	85%	80%	82%	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		38	97%	90%	67%	7%	

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
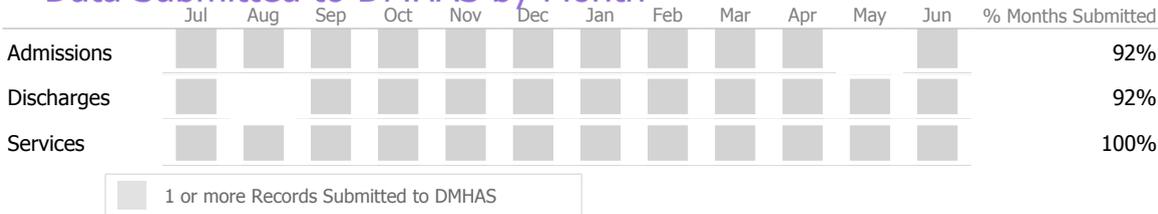
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs