River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	982	982	0%
	Admits	1,571	1,642	-4%
	Discharges	1,540	1,630	-6%
	Service Hours	27,483	29,048	-5%
	Bed Days	11,045	11,347	-3%
	S.Rehab/PHP/IOP	3,573	3,673	-3%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	485	49.4%
	Crisis Services	384	39.1%
	Case Management	360	36.7%
	Community Support	359	36.6%
	Intake	149	15.2%
	Employment Services	94	9.6%
	Social Rehabilitation	86	8.8%
	Residential Services	29	3.0%
Forensic MH			
	Forensics Community-based	158	16.1%

Consumer Satisfaction Survey   (Based on 273 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		93%	80%	92%
✓	Participation in Treatment		92%	80%	92%
✓	Overall		92%	80%	91%
✓	Quality and Appropriateness		90%	80%	93%
✓	Access		89%	80%	88%
✓	Respect		88%	80%	91%
✓	Outcome		81%	80%	83%
●	Recovery		72%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	168	17%	17%
26-34	156	16%	22%
35-44	130	13%	20%
45-54	252	26%	24%
55-64	205	21%	13%
65+	66	7%	4%

Gender

Gender	#	%	State Avg
Male	583	59%	60%
Female	399	41%	40%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	773	79%	74%
Unknown	143	15%	7%
Hisp-Puerto Rican	40	4%	12%
Hispanic-Other	24	2%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	0%

Race

Race	#	%		State Avg
White/Caucasian	775	79%	▲	64%
Black/African American	132	13%		17%
Other	51	5%		15%
Asian	12	1%		1%
Am. Indian/Native Alaskan	7	1%		1%
Unknown	4	0%		2%
Hawaiian/Other Pacific Islander	1	0%		0%
Multiple Races				1%

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

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	154	87	77%	▲
Admits	92	11	736%	▲
Discharges	38	26	46%	▲
Transfers - Out	1	-		
Service Hours	2,506	2,151	17%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	9%	65%	49%	-56%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Social Support		114	74%	60%	61%	14%	▲
✅	Stable Living Situation		142	92%	80%	86%	12%	▲
🔴	Employed		13	8%	20%	10%	-12%	▼
🔴	Improved/Maintained Axis V GAF Score		77	53%	95%	49%	-42%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✅	6 Month Updates	100%	66%

Cooccurring		Actual	State Avg
	MH Screen Complete	12%	64%
✅	SA Screen Complete	100%	67%

Diagnosis		Actual	State Avg
✅	Valid Axis I Diagnosis	100%	99%
✅	Valid Axis V GAF Score	99%	99%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		113	97%	90%	97%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
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 40 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	152	84	81%	▲
Admits	86	15	473%	▲
Discharges	23	20	15%	▲
Transfers - In	1	-		
Service Hours	3,317	2,173	53%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	22%	65%	49%	-43%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		147	97%	80%	86%	17%	▲
✓	Social Support		94	62%	60%	61%	2%	
🔴	Employed		18	12%	20%	10%	-8%	
🔴	Improved/Maintained Axis V GAF Score		110	79%	95%	49%	-16%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	66%

Cooccurring		Actual	State Avg
	MH Screen Complete	24%	64%
✓	SA Screen Complete	100%	67%

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		125	97%	90%	97%	7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 40 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	49	16%	▲
Admits	32	15	113%	▲
Discharges	21	21	0%	
Service Hours	1,230	1,113	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	66%

Cooccurring		Actual	State Avg
MH Screen Complete		18%	64%
✔ SA Screen Complete		97%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		8	38%	65%	49%	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		54	89%	80%	86%	9%	
🔴 Social Support		28	46%	60%	61%	-14%	▼
🔴 Employed		3	5%	20%	10%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		42	74%	95%	49%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		39	98%	90%	97%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪							▪	42%
Discharges	▪	▪		▪		▪		▪	▪		▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

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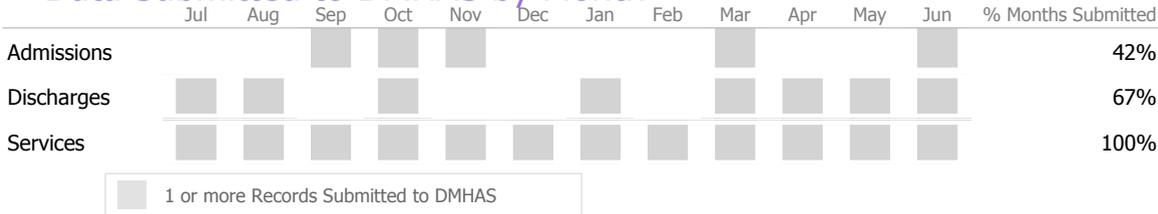
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	71	32%	▲
Admits	40	71	-44%	▼
Discharges	35	11	218%	▲
Service Hours	1,116	127	779%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		31	31%	35%	31%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		62	95%	90%	96%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	73%

Data Submitted to DMHAS by Month

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

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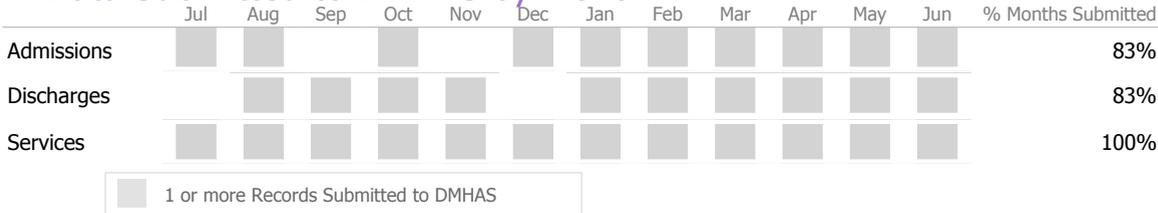
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Employment Services 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	189	182	4%	
Admits	25	21	19%	▲
Discharges	27	21	29%	▲
Transfers - Out	1	-		
Service Hours	2,787	3,422	-19%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	46%	50%	54%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		141	75%	60%	49%	15%	▲
● Stable Living Situation		171	90%	95%	74%	-5%	
● Employed		21	11%	30%	17%	-19%	▼
● Improved/Maintained Axis V GAF Score		97	54%	75%	39%	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	79%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	43%

Cooccurring		Actual	State Avg
MH Screen Complete		21%	60%
✓ SA Screen Complete		100%	60%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		98%	90%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		158	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		21	84%	75%	60%	9%

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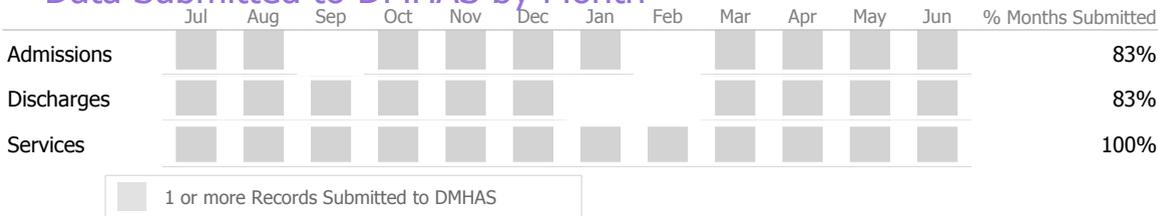
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													83%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 91 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	184	193	-5%	
Admits	18	15	20%	▲
Discharges	17	28	-39%	▼
Service Hours	3,131	3,612	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	43%

Cooccurring		Actual	State Avg
MH Screen Complete		23%	60%
✔ SA Screen Complete		100%	60%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	30%	50%	54%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		179	97%	95%	74%	2%	
✔ Social Support		113	61%	60%	49%	1%	
✔ Improved/Maintained Axis V GAF Score		136	79%	75%	39%	4%	
● Employed		26	14%	30%	17%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		165	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		17	94%	75%	60%	19%	▲

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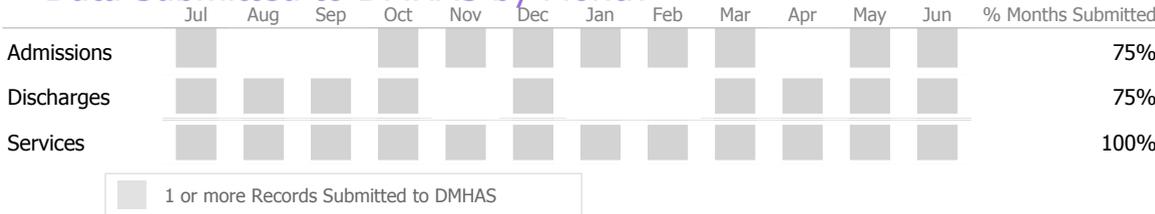
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢		▢	▢		75%
Discharges	▢	▢	▢		▢	▢		▢	▢	▢		▢	75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 91 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	87	10%	
Admits	20	18	11%	▲
Discharges	15	11	36%	▲
Transfers - In	1	-		
Service Hours	903	1,014	-11%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	99%	79%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	97%	43%

Cooccurring	Actual	State Avg
MH Screen Complete	42%	60%
✔ SA Screen Complete	97%	60%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		5	33%	50%	54%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		87	89%	95%	74%	-6%	
✔ Improved/Maintained Axis V GAF Score		67	77%	75%	39%	2%	
🔴 Social Support		44	45%	60%	49%	-15%	▼
🔴 Employed		12	12%	30%	17%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		79	95%	90%	90%	5%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		9	43%	75%	60%	-32%	▼

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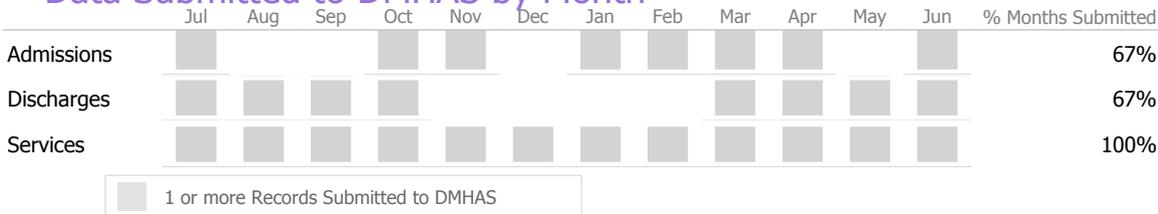
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢			▢	▢		▢	▢	▢	▢			67%
Discharges	▢	▢	▢	▢					▢	▢	▢	▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

RP Lower County (de-activated on 9/30/2012)
River Valley Services
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	44	-48%	▼
Admits	6	13	-54%	▼
Discharges	23	29	-21%	▼
Service Hours	96	331	-71%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		22	96%	50%	74%	46%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		16	70%	60%	58%	10%	
✓	Stable Living Situation		20	87%	85%	84%	2%	
●	Employed		2	9%	25%	10%	-16%	▼
●	Improved/Maintained Axis V GAF Score		16	70%	95%	77%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	86%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	0%

Cooccurring		Actual	State Avg
	MH Screen Complete	0%	36%
✓	SA Screen Complete	100%	67%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													17%
Services													25%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

RP Team A (de-activated 9/30/12)
River Valley Services
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	86	-15%	▼
Admits	4	11	-64%	▼
Discharges	73	18	306%	▲
Service Hours	356	1,416	-75%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		1%	36%
✔ SA Screen Complete		100%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		72	99%	50%	74%	49%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		71	97%	85%	84%	12%	▲
● Social Support		32	44%	60%	58%	-16%	▼
● Employed		6	8%	25%	10%	-17%	▼
● Improved/Maintained Axis V GAF Score		37	51%	95%	77%	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪											8%
Discharges	▪		▪	▪									25%
Services	▪	▪	▪	▪									33%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

RP Team B (de-activated 9/30/12)
River Valley Services
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	107	-29% ▼
Admits	1	8	-88% ▼
Discharges	76	34	124% ▲
Service Hours	324	1,745	-81% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	36%
✔ SA Screen Complete		100%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		73	97%	50%	74%	47% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		62	82%	60%	58%	22% ▲
✔ Stable Living Situation		74	97%	85%	84%	12% ▲
● Employed		11	14%	25%	10%	-11% ▼
● Improved/Maintained Axis V GAF Score		60	79%	95%	77%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	100%	-90% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪												8%
Discharges	▪	▪	▪	▪									33%
Services	▪	▪	▪	▪									33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

RVS/ASIST
River Valley Services
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	143	107	34%	▲
Admits	111	87	28%	▲
Discharges	97	79	23%	▲
Service Hours	1,566	841	86%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		97%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		20%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		31	32%	50%	43%	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		1	1%	20%	7%	-19%	▼
🔴 Social Support		15	10%	60%	38%	-50%	▼
🔴 Stable Living Situation		17	11%	80%	60%	-69%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		55	95%	90%	68%	5%

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 37 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	379	440	-14%	▼
Admits	708	887	-20%	▼
Discharges	661	882	-25%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		559	83%	75%	76%	8%	
🔴	Community Location Evaluation		421	63%	80%	42%	-17%	▼
🔴	Follow-up Service within 48 hours		375	56%	90%	19%	-34%	▼

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	149	131	14%	▲
Admits	126	126	0%	
Discharges	121	112	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 8 Active Central Intake Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	152	4%
Admits	135	128	5%
Discharges	132	124	6%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		22	39%	0%	21%	39% ▲

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
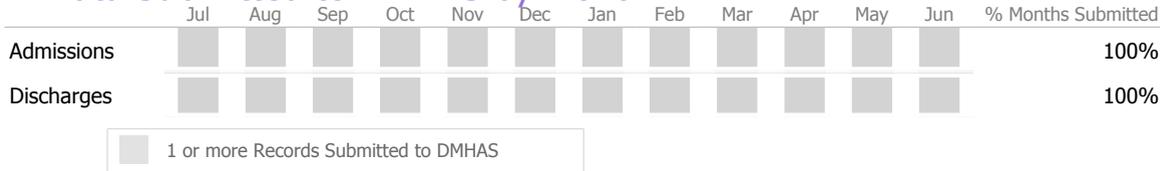
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	34	15%	▲
Admits	22	22	0%	
Discharges	20	18	11%	▲
Service Hours	314	143	120%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		97%	79%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	43%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		19%	60%
✔ SA Screen Complete		100%	60%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		97%	99%
✔ Valid Axis V GAF Score		97%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	5%	50%	54%	-45%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		28	72%	60%	49%	12%	▲
● Employed		8	21%	30%	17%	-9%	
● Stable Living Situation		33	85%	95%	74%	-10%	
● Improved/Maintained Axis V GAF Score		19	61%	75%	39%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		13	59%	75%	60%	-16%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 91 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	117	-24%	▼
Admits	114	163	-30%	▼
Discharges	114	162	-30%	▼
Bed Days	2,695	2,434	11%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		114	100%	85%	100%	15%	▲
🔴	Follow-up within 30 Days of Discharge		8	89%	90%	53%	-1%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	60 days	0.1	92%	90%	96%	2%

■ < 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%

☐ 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	100	-14%	▼
Admits	9	11	-18%	▼
Discharges	32	22	45%	▲
Service Hours	268	346	-22%	▼
Social Rehab/PHP/IOP Days	3,573	3,673	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services	▭	45	82%	90%	82%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▭			▭			▭	▭			33%
Discharges	▭	▭		▭		▭	▭	▭	▭	▭	▭	▭	83%
Services	▭	▭	▭	▭	▭	▭	▭	▭	▭	▭	▭	▭	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

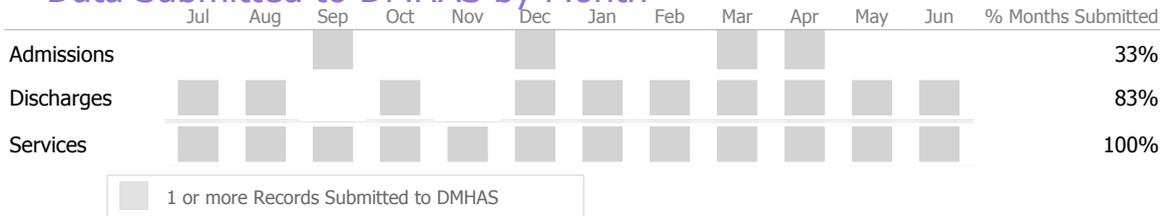☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	28	4%	
Admits	8	8	0%	
Discharges	7	5	40%	▲
Service Hours	4,340	4,466	-3%	
Bed Days	8,350	8,913	-6%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	60%	59%	-60%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		28	90%	60%	77%	30%	▲
● Stable Living Situation		29	94%	95%	92%	-1%	
● Employed		7	23%	25%	7%	-2%	
● Improved/Maintained Axis V GAF Score		21	78%	95%	55%	-17%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	74%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		80%	77%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		20	1,021 days	0.7	114%	90%	96%	24%	▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													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 68 Active Supervised Apartments 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	42	17%	▲
Admits	14	12	17%	▲
Discharges	8	7	14%	▲
Service Hours	3,110	3,522	-12%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		6	75%	50%	43%	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		44	88%	60%	38%	28%	▲
✔ Stable Living Situation		48	96%	80%	60%	16%	▲
✔ Employed		13	26%	20%	7%	6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		42	100%	90%	68%	10%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	38%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪	▪	▪	▪	▪		▪	75%
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 37 Active Standard Case Management Programs