River Valley Services
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	812	783	4%
	Admits	441	491	-10%
	Discharges	472	475	-1%
	Service Hours	6,602	4,030	64% ▲
	Bed Days	3,024		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	314	25.0%
	Outpatient	158	12.6%
	Crisis Services	141	11.2%
	Social Rehabilitation	95	7.6%
	Intake	93	7.4%
	Employment Services	81	6.5%
	Other	81	6.5%
	Case Management	51	4.1%
	Residential Services	27	2.2%
Forensic MH			
	Forensics Community-based	152	12.1%
Addiction			
	Forensics Community-based	62	4.9%

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%

Satisfied % | Goal % ▨ 0-80% ▨ 80-100% Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	106	13%	13%
26-34	123	15%	22%
35-44	122	15%	19%
45-54	190	24%	24%
55-64	193	24%	17%
65+	74	9%	5%

Gender	#	%	State Avg
Male	511	63%	58%
Female	300	37%	42%

Ethnicity	#	%	State Avg
Non-Hispanic	692	85%	75%
Unknown	63	8%	5%
Hisp-Puerto Rican	33	4%	12%
Hispanic-Other	23	3%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	619	77% ▲	66%
Black/African American	117	14%	16%
Other	28	3%	13%
Asian	15	2%	1%
Unknown	15	2%	3%
Am. Indian/Native Alaskan	7	1%	0%
Multiple Races	7	1%	1%
Hawaiian/Other Pacific Islander			0%

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

BHH ADULT NAE
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 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%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		N/A	N/A	30%	19%	-30%	▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75%	▼
● Social Support		N/A	N/A	60%	65%	-60%	▼
● Stable Living Situation		N/A	N/A	95%	83%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

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%	71%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

CSP/RP Team A
River Valley Services
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	111	7%	
Admits	2	8	-75%	▼
Discharges	17	5	240%	▲
Service Hours	1,542	818	89%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		92%	92%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	96%
Valid Axis V GAF Score		86%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		16	94%	65%	63%	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		116	97%	80%	92%	17%	▲
✔ Social Support		89	75%	60%	79%	15%	▲
🔴 Employed		10	8%	20%	11%	-12%	▼
🔴 Improved/Maintained Axis V GAF Score		65	58%	95%	53%	-37%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		101	98%	90%	94%	8%	

▲ > 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	128	143	-10%	▼
Admits	7	11	-36%	▼
Discharges	13	7	86%	▲
Service Hours	1,673	868	93%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		50%	83%
SA Screen Complete		50%	82%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		98%	96%
Valid Axis V GAF Score		85%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
Discharges	▪	▪	▪	100%
Services	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		9	69%	65%	63%	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		104	81%	60%	79%	21%	▲
✔ Stable Living Situation		122	95%	80%	92%	15%	▲
● Employed		21	16%	20%	11%	-4%	
● Improved/Maintained Axis V GAF Score		79	66%	95%	53%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		116	99%	90%	94%	9%

▲ > 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	51	31%	▲
Admits	10	17	-41%	▼
Discharges	2	4	-50%	▼
Service Hours	766	218		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		95%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		50%	83%
SA Screen Complete		62%	82%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	96%
Valid Axis V GAF Score		87%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		2	100%	65%	63%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		57	85%	60%	79%	25%	▲
✔ Stable Living Situation		66	99%	80%	92%	19%	▲
🔴 Employed		5	7%	20%	11%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		23	50%	95%	53%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		63	97%	90%	94%	7%
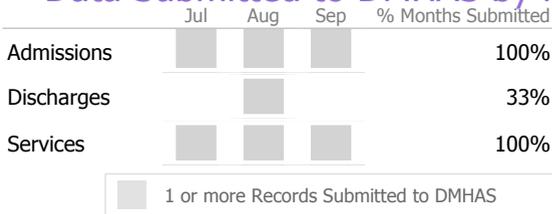
▲ > 10% Over   ▼ < 10% Under

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	91	-11%	▼
Admits	14	14	0%	
Discharges	15	22	-32%	▼
Service Hours	297	165	80%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		20	24%	35%	43%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		58	85%	90%	92%	-5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		87%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	24	50%	▲
Admits	8	6	33%	▲
Discharges	11	1	1000%	▲
Service Hours	69	20		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	20	110%	▲
Admits	24	19	26%	▲
Discharges	29	1	2800%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		4	31%	75%	65%	-44%	▼
🔴	Community Location Evaluation		1	8%	80%	56%	-72%	▼
✔	Follow-up Service within 48 hours		11	100%	90%	49%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	167	-63%	▼
Admits	13	4	225%	▲
Discharges	3	5	-40%	▼
Service Hours	151	207	-27%	▼

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		91%	67%

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		100%	96%
Valid Axis V GAF Score		85%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		2	67%	50%	38%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		49	79%	60%	65%	19%	▲
⬤ Stable Living Situation		58	94%	95%	83%	-1%	
⬤ Employed		8	13%	30%	19%	-17%	▼
⬤ Improved/Maintained Axis V GAF Score		26	53%	75%	48%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		57	95%	90%	71%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ 2 or more Services within 30 days		6	46%	75%	63%	-29%	▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	176	-73%	▼
Admits	7	10	-30%	▼
Discharges	6	8	-25%	▼
Service Hours	194	379	-49%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		85%	67%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		98%	96%
Valid Axis V GAF Score		83%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	67%	50%	38%	17%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		43	90%	60%	65%	30%	▲
✔	Stable Living Situation		48	100%	95%	83%	5%	
✔	Employed		16	33%	30%	19%	3%	
●	Improved/Maintained Axis V GAF Score		20	50%	75%	48%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		39	93%	90%	71%	3%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		7	100%	75%	63%	25%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Outpatient Lower County
River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	92	-67%	▼
Admits	-	5	-100%	▼
Discharges	5	1	400%	▲
Service Hours	80	157	-49%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		96%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	67%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		93%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▢		▢	67%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	100%	50%	38%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		25	83%	60%	65%	23%	▲
✓	Improved/Maintained Axis V GAF Score		26	90%	75%	48%	15%	▲
✓	Stable Living Situation		30	100%	95%	83%	5%	
✓	Employed		9	30%	30%	19%	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	96%	90%	71%	6%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	63%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0% ▲
Admits	-	1	-100% ▼
Discharges	4	4	0%
Service Hours	34	5	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	67%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		83%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▢	▢	67%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		3	75%	50%	38%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		5	83%	60%	65%	23% ▲
✔ Stable Living Situation		6	100%	95%	83%	5%
🔴 Employed		1	17%	30%	19%	-13% ▼
🔴 Improved/Maintained Axis V GAF Score		2	33%	75%	48%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		3	100%	90%	71%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		0	0%	75%	63%	-75% ▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	41	51%	▲
Admits	14	20	-30%	▼
Discharges	18	18	0%	
Service Hours	223	117	90%	▲

Service Utilization
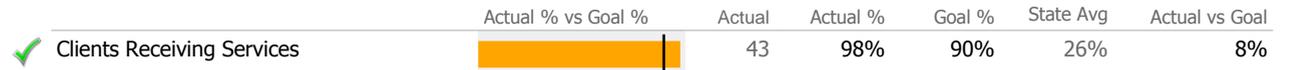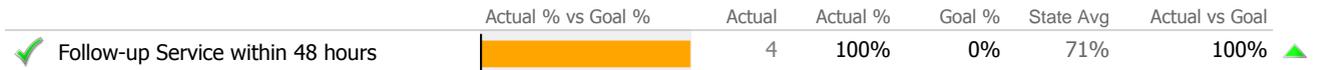
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		43	98%	90%	26%	8%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		4	100%	0%	71%	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	74	-18%	▼
Admits	29	28	4%	
Discharges	23	31	-26%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	169	-31%	▼
Admits	171	220	-22%	▼
Discharges	167	234	-29%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Evaluation within 1.5 hours of Request		139	67%	75%	65%	-8%
✔️ Community Location Evaluation		175	84%	80%	56%	4%
✔️ Follow-up Service within 48 hours		49	100%	90%	49%	10%

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❙ Goal	✔️ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

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 - September 2015 (Data as of Jan 05, 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	% 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	144	-35%	▼
Admits	38	35	9%	
Discharges	68	51	33%	▲
Service Hours	73	35	111%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

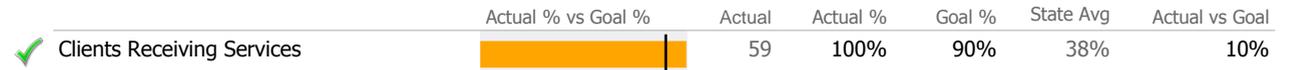Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	73	42%	▲
Admits	58	47	23%	▲
Discharges	50	26	92%	▲
Service Hours	234	98	138%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		59	100%	90%	38%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		17	77%	0%	17%	77% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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
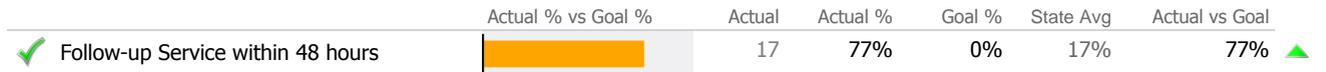Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	23	-39%	▼
Admits	2	6	-67%	▼
Discharges	10	14	-29%	▼
Service Hours	93	59	59%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	95%

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

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		86%	96%
Valid Axis V GAF Score		43%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	50%	50%	38%	0%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		13	93%	60%	65%	33%	▲
🔴	Employed		4	29%	30%	19%	-1%	
🔴	Stable Living Situation		13	93%	95%	83%	-2%	
🔴	Improved/Maintained Axis V GAF Score		6	46%	75%	48%	-29%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		3	75%	90%	71%	-15%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		1	50%	75%	63%	-25%	▼

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

RVS/RESPITE
River Valley Services
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	33	-21%	▼
Admits	22	27	-19%	▼
Discharges	22	25	-12%	▼
Service Hours	251	234	7%	
Bed Days	664	-		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		18	82%	85%	92%	-3%
✔	Follow-up within 30 Days of Discharge		7	100%	90%	74%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		8	56 days	0.3	90%	90%	86%	0%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	70	36%	▲
Admits	-	2	-100%	▼
Discharges	2	5	-60%	▼
Service Hours	22	1		
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	🟧 ▮	12	13%	90%	57%	-77%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▪	▪	67%
Services	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ▮ Goal   ✔ Goal Met   🔴 Below Goal
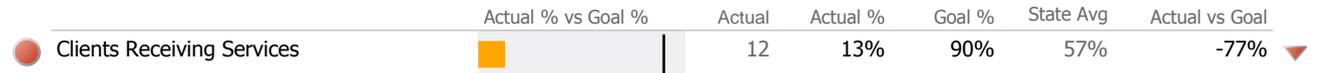
* State Avg based on 39 Active Social Rehabilitation Programs

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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	28	-4%	
Admits	2	2	0%	
Discharges	1	4	-75%	▼
Bed Days	2,360	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		92%	97%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	76%
SA Screen Complete		67%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		89%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		1	100%	60%	63%	40%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support			26	96%	60%	86%	36%	▲
✔ Stable Living Situation			26	96%	95%	97%	1%	
● Employed			5	19%	25%	8%	-6%	
● Improved/Maintained Axis V GAF Score			16	64%	95%	66%	-31%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		6	1,089 days	0.2	428%	90%	91%	338%

■ < 90% ■ 90-110% ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 72 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	5	840%	▲
Admits	15	-		
Discharges	2	-		
Service Hours	1	-		

Data Submitted to DMHAS by Month
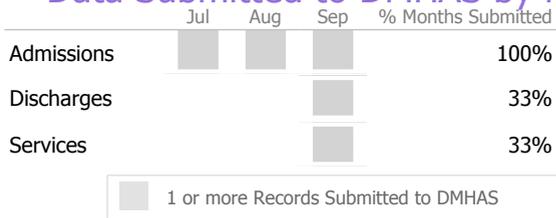
	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges			▢	33%
Services			▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	48	6%	
Admits	5	3	67%	▲
Discharges	4	3	33%	▲
Service Hours	899	652	38%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	100%	50%	57%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		44	86%	60%	68%	26%	▲
✔	Stable Living Situation		49	96%	80%	86%	16%	▲
●	Employed		9	18%	20%	11%	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		47	100%	90%	77%	10%	

▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 31 Active Standard Case Management Programs