River Valley Services
Middletown, CT

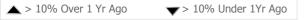Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,052	1,017	3%
	Admits	1,451	1,613	-10%
	Discharges	1,473	1,560	-6%
	Service Hours	24,540	25,876	-5%
	Bed Days	11,330	11,045	3%
	S.Rehab/PHP/IOP	3,798	3,575	6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	502	24.7%
	Crisis Services	394	19.4%
	Community Support	341	16.8%
	Case Management	212	10.4%
	Intake	177	8.7%
	Employment Services	106	5.2%
	Social Rehabilitation	86	4.2%
	Residential Services	32	1.6%
Forensic MH			
	Forensics Community-based	132	6.5%
Addiction			
	Forensics Community-based	51	2.5%

Consumer Satisfaction Survey   (Based on 292 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		89%	80%	92%
✔ Overall		88%	80%	91%
✔ Participation in Treatment		87%	80%	92%
✔ Quality and Appropriateness		84%	80%	93%
✔ Outcome		84%	80%	83%
✔ Recovery		81%	80%	79%
✔ Respect		81%	80%	91%
✔ Access		80%	80%	88%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	167	16%	16%
26-34	178	17%	23%
35-44	142	14%	20%
45-54	257	24%	24%
55-64	230	22%	14%
65+	75	7%	4%

Gender

Gender	#	%	State Avg
Male	614	58%	60%
Female	438	42%	40%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	815	77%	75%
Unknown	172	16%	6%
Hisp-Puerto Rican	37	4%	12%
Hispanic-Other	27	3%	6%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race

Race	#	%		State Avg
White/Caucasian	835	79%	▲	65%
Black/African American	144	14%		17%
Other	43	4%		14%
Asian	17	2%		1%
Am. Indian/Native Alaskan	10	1%		1%
Unknown	3	0%		3%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	154	-13%	▼
Admits	21	92	-77%	▼
Discharges	31	38	-18%	▼
Transfers - In	1	-		
Service Hours	2,823	2,506	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	82%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	62%
✓	SA Screen Complete	86%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	99%
	Valid Axis V GAF Score	88%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		26	90%	65%	54%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		130	94%	80%	91%	14%	▲
✓	Social Support		99	72%	60%	68%	12%	▲
🔴	Employed		7	5%	20%	10%	-15%	▼
🔴	Improved/Maintained Axis V GAF Score		70	54%	95%	58%	-41%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		107	100%	90%	97%	10%	

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 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	155	3%	
Admits	28	87	-68%	▼
Discharges	29	22	32%	▲
Transfers - Out	1	-		
Service Hours	3,166	3,316	-5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		25	86%	65%	54%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		120	75%	60%	68%	15%	▲
✓	Stable Living Situation		152	94%	80%	91%	14%	▲
🔴	Employed		23	14%	20%	10%	-6%	
🔴	Improved/Maintained Axis V GAF Score		114	78%	95%	58%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		127	97%	90%	97%	7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	82%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		88%	62%
✓ SA Screen Complete		69%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		93%	97%

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 40 Active CSP Programs

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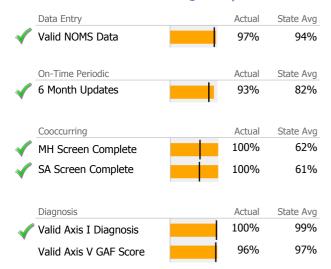River Valley Services
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
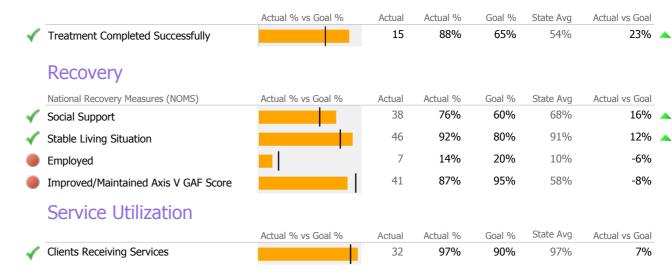Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	57	-12%	▼
Admits	9	32	-72%	▼
Discharges	17	20	-15%	▼
Service Hours	933	1,231	-24%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	82%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	62%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		96%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	88%	65%	54%	23%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		38	76%	60%	68%	16%	▲
✓	Stable Living Situation		46	92%	80%	91%	12%	▲
🔴	Employed		7	14%	20%	10%	-6%	
🔴	Improved/Maintained Axis V GAF Score		41	87%	95%	58%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		32	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	▢		▢		▢			▢				▢	50%
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 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	94	13%	▲
Admits	48	40	20%	▲
Discharges	50	35	43%	▲
Service Hours	1,346	1,118	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		43	38%	35%	37%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		58	89%	90%	94%	-1%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		88%	90%

Data Submitted to DMHAS by Month

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

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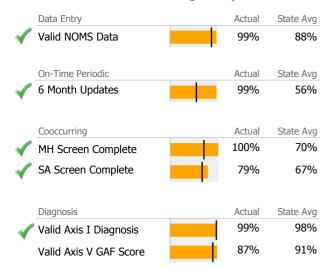River Valley Services
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
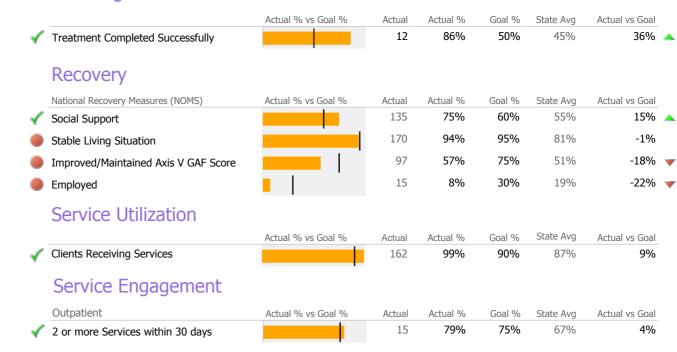Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	180	189	-5%	
Admits	18	25	-28%	▼
Discharges	17	27	-37%	▼
Transfers - In	1	-		
Service Hours	2,765	2,787	-1%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	88%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		99%	56%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	70%
✔ SA Screen Complete		79%	67%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		99%	98%
Valid Axis V GAF Score		87%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		12	86%	50%	45%	36%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		135	75%	60%	55%	15%	▲
● Stable Living Situation		170	94%	95%	81%	-1%	
● Improved/Maintained Axis V GAF Score		97	57%	75%	51%	-18%	▼
● Employed		15	8%	30%	19%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		162	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		15	79%	75%	67%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▦	▦		▦			▦	▦	▦	▦		▦	67%
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 B
River Valley Services
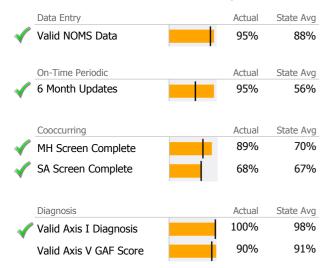Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	185	6%	
Admits	29	18	61%	▲
Discharges	27	17	59%	▲
Transfers - Out	1	-		
Service Hours	3,320	3,132	6%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		25	96%	50%	45%	46%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		148	75%	60%	55%	15%	▲
✓ Stable Living Situation		188	95%	95%	81%	0%	
✓ Improved/Maintained Axis V GAF Score		142	79%	75%	51%	4%	
🔴 Employed		35	18%	30%	19%	-12%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	56%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		89%	70%
✓ SA Screen Complete		68%	67%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		90%	91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		169	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		27	93%	75%	67%	18%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
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 Lower County
River Valley Services
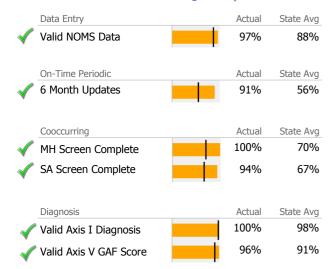Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
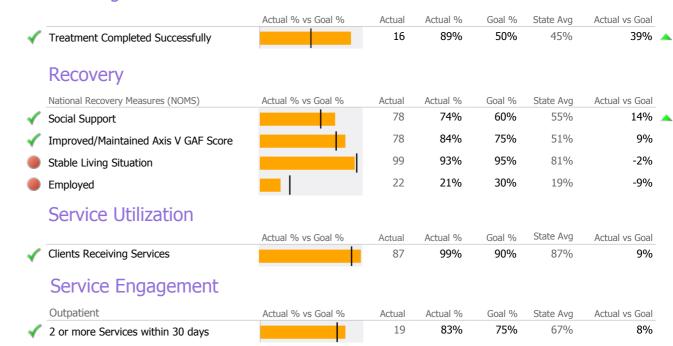Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	96	10%	
Admits	23	20	15%	▲
Discharges	18	15	20%	▲
Service Hours	1,129	903	25%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	88%

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	70%
✔ SA Screen Complete		94%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		16	89%	50%	45%	39%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		78	74%	60%	55%	14%	▲
✔ Improved/Maintained Axis V GAF Score		78	84%	75%	51%	9%	
🔴 Stable Living Situation		99	93%	95%	81%	-2%	
🔴 Employed		22	21%	30%	19%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		87	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		19	83%	75%	67%	8%

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	41	24%	▲
Admits	35	42	-17%	▼
Discharges	32	24	33%	▲
Service Hours	121	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▬▬▬	17	77%	90%	25%	-13%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours	▬	2	11%	0%	22%	11%	▲

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											▢		8%

▢ 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
Mental Health - Case Management - Standard Case Management

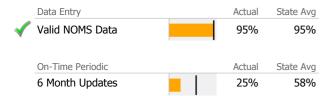Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	143	12%	▲
Admits	119	111	7%	
Discharges	128	97	32%	▲
Service Hours	1,405	1,566	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		103	80%	50%	60%	30%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		3	2%	20%	5%	-18%	▼
🔴	Social Support		19	11%	60%	48%	-49%	▼
🔴	Stable Living Situation		28	16%	80%	65%	-64%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		47	94%	90%	67%	4%	

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
	6 Month Updates		25%	58%

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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	387	379	2%
Admits	675	707	-5%
Discharges	707	660	7%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Evaluation within 1.5 hours of Request		596	83%	75%	73%	8%
🔴	Community Location Evaluation		469	65%	80%	47%	-15% ▼
🔴	Follow-up Service within 48 hours		236	86%	90%	47%	-4%

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
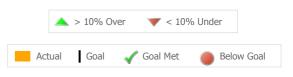River Valley Services
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	177	149	19%	▲
Admits	150	126	19%	▲
Discharges	138	121	14%	▲

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
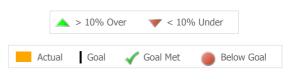
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	158	-16%	▼
Admits	109	135	-19%	▼
Discharges	118	132	-11%	▼
Service Hours	431	508	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		26	87%	90%	41%	-3%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		41	76%	0%	47%	76% ▲

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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	39	31%	▲
Admits	32	22	45%	▲
Discharges	29	20	45%	▲
Service Hours	550	314	75%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		21	72%	50%	45%	22%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		37	73%	60%	55%	13%	▲
✔	Stable Living Situation		50	98%	95%	81%	3%	
🔴	Employed		10	20%	30%	19%	-10%	
🔴	Improved/Maintained Axis V GAF Score		25	61%	75%	51%	-14%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		98%	88%

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		75%	56%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		100%	70%
✔	SA Screen Complete		100%	67%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	98%
	Valid Axis V GAF Score		90%	91%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		21	95%	90%	87%	5%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		26	81%	75%	67%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	■	■	■	92%
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 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
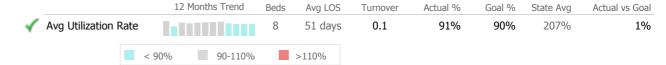Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	89	2%
Admits	104	114	-9%
Discharges	105	114	-8%
Bed Days	2,651	2,695	-2%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		91	87%	85%	88%	2%
✓	Follow-up within 30 Days of Discharge		13	100%	90%	63%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	51 days	0.1	91%	90%	207%	1%

	< 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
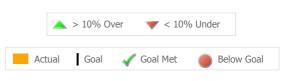Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	86	0%	
Admits	31	9	244%	▲
Discharges	13	32	-59%	▼
Service Hours	266	268	-1%	
Social Rehab/PHP/IOP Days	3,798	3,575	6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		58	79%	90%	81%	-11%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢		▢	▢	▢	▢		▢		▢	83%
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 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	29	10%	
Admits	8	8	0%	
Discharges	5	7	-29%	▼
Service Hours	3,377	4,340	-22%	▼
Bed Days	8,679	8,350	4%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		4	80%	60%	66%	20%	▲

Recovery

National Recovery Measures (NOMS)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		26	81%	60%	81%	21%	▲
✔ Employed		11	34%	25%	8%	9%	
✔ Stable Living Situation		32	100%	95%	96%	5%	
🔴 Improved/Maintained Axis V GAF Score		23	88%	95%	68%	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		76%	85%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	76%
✔ SA Screen Complete		100%	75%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		94%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		20	1,017 days	0.6	119%	90%	95%	29%	▲

🔲 < 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	▪		▪			▪	▪		▪			▪	42%
Discharges	▪		▪			▪				▪			33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 72 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

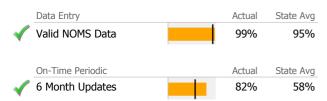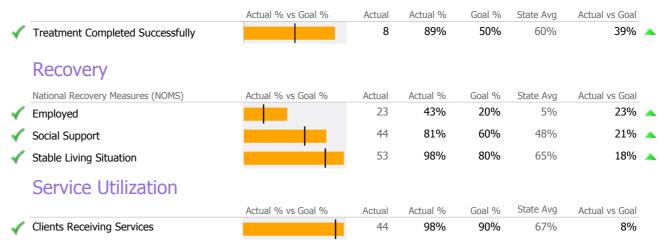| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	49	10%	
Admits	12	14	-14%	▼
Discharges	9	8	13%	▲
Service Hours	2,910	3,110	-6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		8	89%	50%	60%	39%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		23	43%	20%	5%	23%	▲
✔	Social Support		44	81%	60%	48%	21%	▲
✔	Stable Living Situation		53	98%	80%	65%	18%	▲

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		99%	95%

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		44	98%	90%	67%	8%	

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 37 Active Standard Case Management Programs