Thames Valley Council for Comm Action Inc
Jewett City, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	16	16	0%	
	Admits		1	-100%	▼
	Discharges		1	-100%	▼
	Service Hours	149	197	-24%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		16	100.0%

Consumer Satisfaction Survey   (Based on 15 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Outcome		93%	80%	83%
✓	Recovery		93%	80%	79%

Satisfied %		Goal %	0-80%	80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25				8%
26-34	1	6%	▼	21%
35-44	5	31%		22%
45-54	5	31%	▲	20%
55-64	3	19%		20%
65+	2	13%		9%

Gender

Gender	#	%	State Avg
Female	8	50%	42%
Male	8	50%	58%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	13	81%	▲	69%
Hispanic-Other	3	19%	▲	8%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican			▼	12%
Unknown			▼	11%

Race

Race	#	%		State Avg
White/Caucasian	12	75%	▲	63%
Black/African American	3	19%		16%
Am. Indian/Native Alaskan	1	6%		1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%
Unknown				5%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

Next Step Supportive Hsg301551
Thames Valley Council for Comm Action Inc
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	16	0%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	149	197	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		16	100%	85%	88%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.