Thames River Community Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
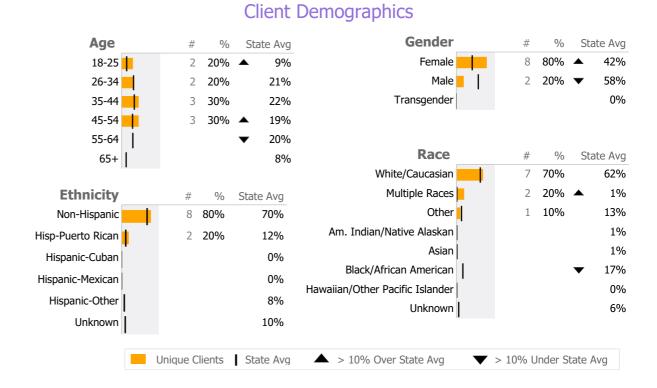Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	10	10	0%
	Admits	1	1	0%
	Discharges	1	1	0%
	Service Hours	130	121	8%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		10	100.0%

Client Demographics

Age

	#	%	State Avg	
18-25	2	20%	▲	9%
26-34	2	20%		21%
35-44	3	30%		22%
45-54	3	30%	▲	19%
55-64			▼	20%
65+				8%

Gender

	#	%	State Avg	
Female	8	80%	▲	42%
Male	2	20%	▼	58%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	8	80%	70%
Hisp-Puerto Rican	2	20%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Unknown			10%

Race

	#	%	State Avg	
White/Caucasian	7	70%		62%
Multiple Races	2	20%	▲	1%
Other	1	10%		13%
Am. Indian/Native Alaskan				1%
Asian				1%
Black/African American			▼	17%
Hawaiian/Other Pacific Islander				0%
Unknown				6%

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

Survey Data Not Available

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

Next Step Scattered Site Program
Thames River Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
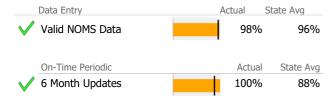Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	130	121	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	90%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪				17%
Discharges		▪					17%
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.