

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	16	17	-6%
	Admits		2	-100% ▼
	Discharges		1	-100% ▼
	Service Hours	309	358	-14% ▼

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

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

Ethnicity	#	%	State Avg
Non-Hispanic	13	81%	70% ▲
Hispanic-Other	3	19%	8% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			12% ▼
Unknown			10%

Race	#	%	State Avg
White/Caucasian	12	75%	62% ▲
Black/African American	3	19%	17%
Am. Indian/Native Alaskan	1	6%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			6%

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

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	309	358	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% ▲

Service Utilization

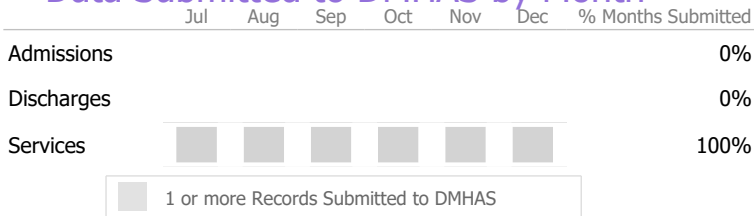
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month



▲ > 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.