


### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	17	17	0%
	Admits	1	2	-50% ▼
	Discharges	1	1	0%
	Service Hours	612	700	-13% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	17	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			10%
26-34	1	6%	22% ▼
35-44	5	29%	23%
45-54	6	35%	19% ▲
55-64	3	18%	18%
65+	2	12%	7%

Gender	#	%	State Avg
Male	9	53%	59%
Female	8	47%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	14	82%	68% ▲
Hispanic-Other	3	18%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			11% ▼
Unknown			12% ▼

Race	#	%	State Avg
White/Caucasian	12	71%	61%
Black/African American	4	24%	17%
Am. Indian/Native Alaskan	1	6%	0%
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 - June 2021 (Data as of Sep 20, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Service Hours	612	700	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	89%	9%

### Service Utilization

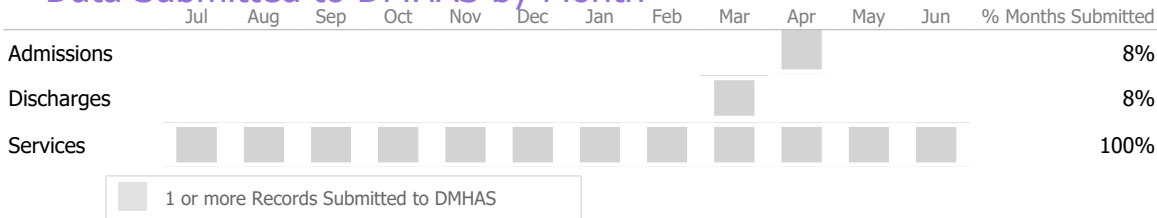
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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