Thames Valley Council for Comm Action Inc
Jewett City, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - June 2023   (Data as of Sep 25, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	15	17	-12%	▼
	Admits	1	1	0%	
	Discharges		3	-100%	▼
	Service Hours	364	363	0%	
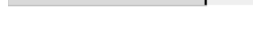
▲ > 10% Over 1 Yr Ago	▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		15	100.0%

Consumer Satisfaction Survey   (Based on 13 FY22 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		92%	80%	83%
✓	Recovery		92%	80%	79%

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

Client Demographics

Age

	#	%		State Avg
18-25				10%
26-34	1	7%	▼	21%
35-44	3	20%		24%
45-54	5	33%	▲	18%
55-64	4	27%		18%
65+	2	13%		9%

Gender

	#	%	State Avg
Male	8	53%	59%
Female	7	47%	41%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	12	80%	▲	67%
Hispanic-Other	3	20%	▲	9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Unknown			▼	13%

Race

	#	%		State Avg
White/Caucasian	11	73%	▲	60%
Black/African American	3	20%		18%
Asian	1	7%		1%
Am. Indian/Native Alaskan				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	12%
Unknown				7%

▮ 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 Steps Supportive Housing
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 2022 - June 2023   (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	1	1	0%	
Discharges	-	3	-100%	▼
Service Hours	364	363	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		14	93%	85%	86%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▮									8%
Discharges													0%
Services	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS
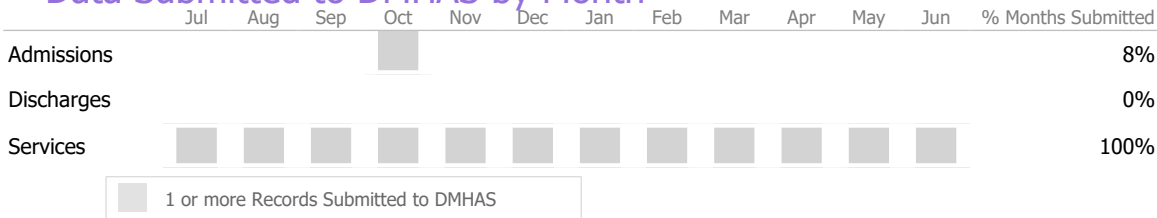
△ > 10% Over   ▽ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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