

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	15	15	0%
	Admits			
	Discharges	1		
↗	Service Hours	61	84	-27% ▼
▲ > 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	15	100.0%

## Consumer Satisfaction Survey

(Based on 10 FY24 Surveys)

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

 Satisfied % |  Goal % |  0-80% |  80-100% |  Goal Met |  Under Goal

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	7%	8%		Male	8	53%	58%
26-34	1	7%	18%	▼	Female	7	47%	42%
35-44	3	20%	24%		Transgender/Other			0%
45-54	3	20%	18%					
55-64	6	40%	20%	▲				
65+	2	13%	12%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	12	80%	64%	▲	White/Caucasian	11	73%	59%
Hispanic-Other	3	20%	11%		Black/African American	3	20%	17%
Hispanic-Cuban			0%		Asian	1	7%	1%
Hispanic-Mexican			1%		Am. Indian/Native Alaskan			1%
Hisp-Puerto Rican			10%		Multiple Races			1%
Unknown			14%	▼	Hawaiian/Other Pacific Islander			0%
					Other			12%
					Unknown			9%

 Unique Clients |  State Avg |  > 10% Over State Avg |  > 10% Under State Avg

## 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 2024 - September 2024 (Data as of Dec 17, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	1	-	
Service Hours	61	84	-27% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	84%	8%

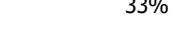
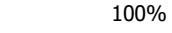
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	86%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%
✓ On-Time Periodic 6 Month Updates		100% 77%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

 1 or more Records Submitted to DMHAS