Thames River Community Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	9	9	0%
	Admits		2	-100% ▼
	Discharges		1	-100% ▼
	Service Hours	161	227	-29% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	9	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34	4	44% ▲	19%
35-44	3	33%	25%
45-54	2	22%	18%
55-64			18% ▼
65+			11% ▼

Gender	#	%	State Avg
Female	8	89% ▲	40%
Male	1	11% ▼	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	6	67%	64%
Hisp-Puerto Rican	3	33% ▲	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			11% ▼
Unknown			14% ▼

Race	#	%	State Avg
White/Caucasian	6	67%	58%
Am. Indian/Native Alaskan	1	11%	1%
Black/African American	1	11%	17%
Other	1	11%	12%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

Survey Data Not Available

Thames River Supportive Housing
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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	161	227	-29%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		9	100%	85%	83%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
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 121 Active Supportive Housing – Scattered Site Programs