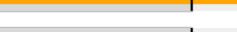


Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	16	15	7%
	Admits	1		
	Discharges	1		
	Service Hours	199	207	-4%
 > 10% Over 1 Yr Ago		 > 10% Under 1Yr Ago		

Consumer Satisfaction Survey

(Based on 10 FY24 Surveys)

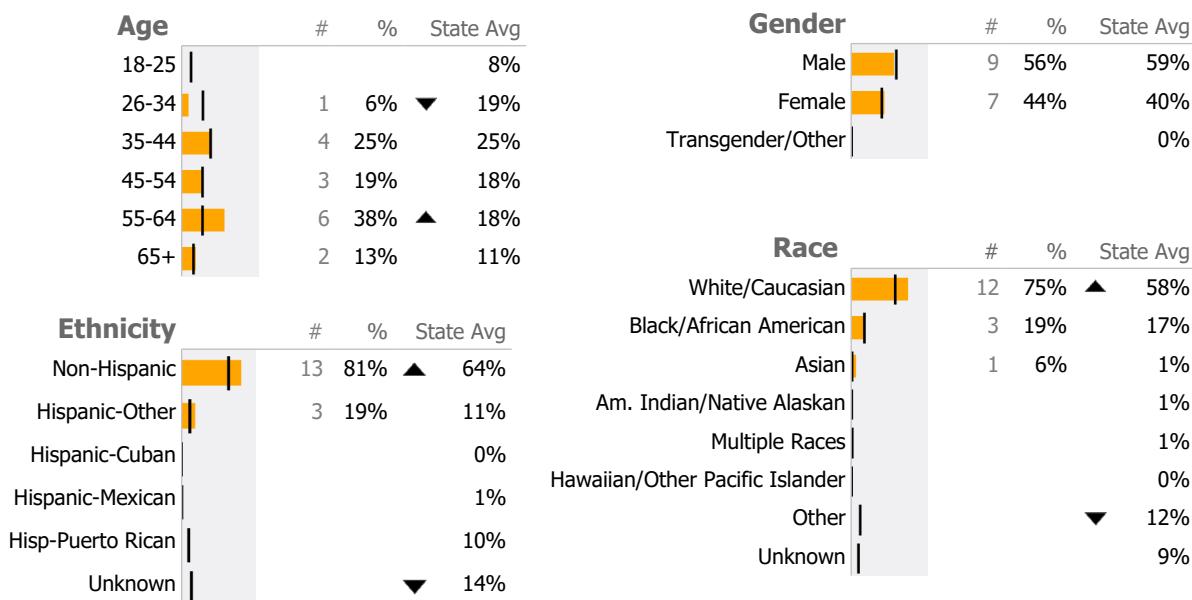
Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	 100%	100%	80%	93%
✓ Participation in Treatment	 100%	100%	80%	92%
✓ General Satisfaction	 100%	100%	80%	92%
✓ Overall	 100%	100%	80%	91%
✓ Respect	 100%	100%	80%	91%
✓ Access	 100%	100%	80%	88%
✓ Outcome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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	16	100.0%

Client Demographics



 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	1	-	
Service Hours	199	207	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	15	94%	85%	83%	9%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	15	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	99%
On-Time Periodic		
✓ 6 Month Updates	 	100%

Data Submitted to DMHAS for Month

