

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	15	15	0%
	Admits			
	Discharges	1	-100%	▼
	Service Hours	39	62	-38% ▼
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago		

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	90%   80%	90%	80%	93%
✓ Participation in Treatment	90%   80%	90%	80%	92%
✓ General Satisfaction	90%   80%	90%	80%	92%
✓ Overall	90%   80%	90%	80%	91%
✓ Respect	90%   80%	90%	80%	91%
✓ Outcome	90%   80%	90%	80%	83%
✓ Access	80%   80%	80%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	15	100.0%

### Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	7%	9%		Male	9	60%	58%
26-34	1	7%	18%	▼	Female	6	40%	41%
35-44	4	27%	25%		Transgender/Other			0%
45-54	2	13%	18%					
55-64	6	40%	19%	▲				
65+	2	13%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	12	80%	64%	▲	White/Caucasian	11	73%	59%
Hispanic-Other	3	20%	12%		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			13%	▼	Hawaiian/Other Pacific Islander			0%
					Other			12%
					Unknown			8%

 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 2025 - September 2025 (Data as of Dec 15, 2025)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	39	62	-38% ▼

### Recovery

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

### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		96%	96%

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

### Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		0%
Discharges		0%
Services		100%

▲ > 10% Over   ▼ < 10% Under



\* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

