

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 15     | 15       | 0%         |
|               | Admits         |        |          |            |
|               | Discharges     |        | 1        | -100% ▼    |
|               | Service Hours  | 121    | 118      | 2%         |

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

### Consumer Satisfaction Survey

(Based on 10 FY25 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness |                      | 90%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 90%         | 80%    | 92%       |
| ✓ General Satisfaction        |                      | 90%         | 80%    | 92%       |
| ✓ Overall                     |                      | 90%         | 80%    | 91%       |
| ✓ Respect                     |                      | 90%         | 80%    | 91%       |
| ✓ Outcome                     |                      | 90%         | 80%    | 83%       |
| ✓ Access                      |                      | 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 |
|-------|---|-------|-----------|
| 18-25 |   |       | 8%        |
| 26-34 | 1 | 7% ▼  | 18%       |
| 35-44 | 4 | 27%   | 25%       |
| 45-54 | 2 | 13%   | 19%       |
| 55-64 | 6 | 40% ▲ | 19%       |
| 65+   | 2 | 13%   | 12%       |

| Gender            | # | %   | State Avg |
|-------------------|---|-----|-----------|
| Male              | 9 | 60% | 59%       |
| Female            | 6 | 40% | 40%       |
| Transgender/Other |   |     | 0%        |

| Ethnicity         | #  | %     | State Avg |
|-------------------|----|-------|-----------|
| Non-Hispanic      | 12 | 80% ▲ | 64%       |
| Hispanic-Other    | 3  | 20%   | 12%       |
| Hispanic-Cuban    |    |       | 0%        |
| Hispanic-Mexican  |    |       | 1%        |
| Hisp-Puerto Rican |    |       | 10%       |
| Unknown           |    |       | 13% ▼     |

| Race                            | #  | %     | State Avg |
|---------------------------------|----|-------|-----------|
| White/Caucasian                 | 11 | 73% ▲ | 59%       |
| 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                         |    |       | 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 - December 2025

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 15     | 15       | 0%         |
| Admits         | -      | -        |            |
| Discharges     | -      | 1        | -100% ▼    |
| Service Hours  | 121    | 118      | 2%         |

### Recovery

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

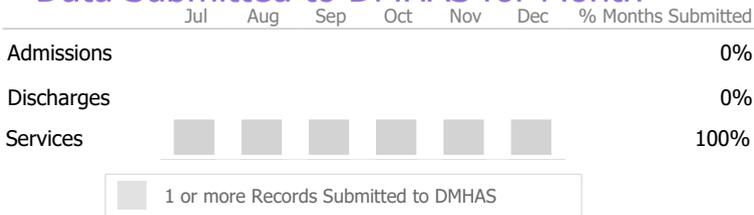
### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 15     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

| Data Entry         | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data    |        | 96%       |
| Periodic Submitted | Actual | State Avg |
| 6 Month Updates    |        | 82%       |

### Data Submitted to DMHAS for Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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