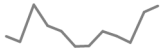
Thames River Community Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	11	11	0%
	Admits	2	2	0%
	Discharges	2	2	0%
	Service Hours	267	276	-3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	11	100.0%

Client Demographics

Age	#	%	State Avg
18-25	3	27%	▲ 10%
26-34	2	18%	22%
35-44	3	27%	23%
45-54	3	27%	19%
55-64			▼ 18%
65+			7%

Gender	#	%	State Avg
Female	8	73%	▲ 41%
Male	3	27%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	9	82%	▲ 68%
Hisp-Puerto Rican	2	18%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	8	73%	▲ 61%
Multiple Races	2	18%	▲ 1%
Other	1	9%	13%
Am. Indian/Native Alaskan			0%
Asian			1%
Black/African American			▼ 17%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Survey Data Not Available

Variances in data may be indicative of operational adjustments related to the pandemic.

Next Step Scattered Site Program
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 2020 - June 2021 (Data as of Sep 20, 2021)

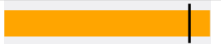
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	267	276	-3%

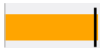
Recovery

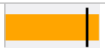
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■				■						17%
Discharges		■					■						17%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.