

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	14	17	-18%	▼
	Admits		1	-100%	▼
	Discharges		1	-100%	▼
	Service Hours	100	85	17%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	14	100.0%

Consumer Satisfaction Survey

(Based on 13 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		92%	80%	83%
✓ Recovery		92%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	1	7%	21%
35-44	5	36%	23%
45-54	5	36%	19%
55-64	1	7%	20%
65+	2	14%	8%

Gender	#	%	State Avg
Female	7	50%	42%
Male	7	50%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	11	79%	69%
Hispanic-Other	3	21%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11%
Unknown			12%

Race	#	%	State Avg
White/Caucasian	10	71%	62%
Black/African American	3	21%	17%
Asian	1	7%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			12%
Unknown			6%

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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	100	85	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	93%	85%	88%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	91%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

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

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