

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	15	17	-12%	▼
	Admits	1	1	0%	
	Discharges		2	-100%	▼
	Service Hours	194	164	18%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	15	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			9%
26-34	1	7%	20% ▼
35-44	3	20%	24%
45-54	5	33%	18% ▲
55-64	4	27%	20%
65+	2	13%	9%

Gender	#	%	State Avg
Male	8	53%	58%
Female	7	47%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	12	80%	69% ▲
Hispanic-Other	3	20%	8% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11% ▼
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	11	73%	62% ▲
Black/African American	3	20%	17%
Asian	1	7%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
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 - December 2022 (Data as of Mar 20, 2023)

Program Activity

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Unique Clients	15	17	-12% ▼
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	194	164	18% ▲

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

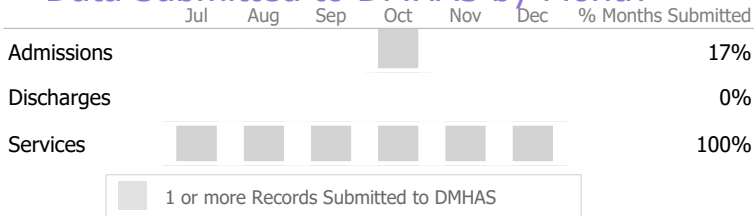
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	95%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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