

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	15	15	0%
	Admits			
	Discharges		1	-100% ▼
	Service Hours	193	225	-14% ▼

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

### Clients by Level of Care

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

### Consumer Satisfaction Survey

(Based on 12 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Outcome		100%	80%	83%
✓ Participation in Treatment		92%	80%	92%
✓ Access		92%	80%	88%
● Recovery		67%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25			10%
26-34			22% ▼
35-44	5	33%	20% ▲
45-54	4	27%	21%
55-64	6	40%	19% ▲
65+			7%

Gender	#	%	State Avg
Male	8	53%	58%
Female	7	47%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	14	93%	71% ▲
Hispanic-Other	1	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			13% ▼
Unknown			8%

Race	#	%	State Avg
White/Caucasian	11	73%	63%
Black/African American	3	20%	16%
Am. Indian/Native Alaskan	1	7%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			5%

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

## Next Step Supportive Hsg301551

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 2018 - September 2018 (Data as of Dec 13, 2018)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	193	225	-14% ▼

### Recovery

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### 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

Actual | Goal Goal Met Below Goal

\* State Avg based on 74 Active Supportive Housing – Scattered Site Programs