Thames Valley Council for Comm Action Inc
Jewett City, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	16	15	7%
	Admits	1		
	Discharges	1		
	Service Hours	197	193	2%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		16	100.0%

Consumer Satisfaction Survey   (Based on 12 FY19 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		67%	80%	83%
●	Recovery		67%	80%	79%

▬ Satisfied % | Goal %   ▬ 0-80%   ▬ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

	#	%		State Avg
18-25				9%
26-34	1	6%	▼	22%
35-44	5	31%		21%
45-54	4	25%		20%
55-64	6	38%	▲	20%
65+				7%

Gender

	#	%	State Avg
Female	8	50%	41%
Male	8	50%	59%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	14	88%	▲	71%
Hispanic-Other	2	13%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican			▼	12%
Unknown				9%

Race

	#	%		State Avg
White/Caucasian	12	75%	▲	64%
Black/African American	3	19%		16%
Am. Indian/Native Alaskan	1	6%		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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	1	-	
Service Hours	197	193	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪			33%
Discharges	▪			33%
Services	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs