Thames River Community Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	11	12	-8%	
	Admits	2	4	-50%	▼
	Discharges	3	3	0%	
	Service Hours	361	577	-38%	▼

▲ > 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		2	18%		16%
26-34		5	45%	▲	23%
35-44		4	36%	▲	20%
45-54				▼	24%
55-64				▼	14%
65+					4%

Gender

		#	%		State Avg
Female		9	82%	▲	40%
Male		2	18%	▼	60%

Race

		#	%	State Avg
White/Caucasian		6	55%	65%
Black/African American		2	18%	17%
Multiple Races		2	18% ▲	1%
Other		1	9%	14%
Am. Indian/Native Alaskan				1%
Asian				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

Ethnicity

		#	%		State Avg
Non-Hispanic		10	91%	▲	75%
Hisp-Puerto Rican		1	9%		12%
Hispanic-Cuban					0%
Hispanic-Mexican					0%
Hispanic-Other					6%
Unknown					6%

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

Survey Data Not Available

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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	2	4	-50%	▼
Discharges	3	3	0%	
Service Hours	361	577	-38%	▼

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		8	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪									▪			17%
Discharges	▪							▪	▪				25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs