Thames Valley Council for Comm Action Inc
Jewett City, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	16	15	7%
	Admits	1		
	Discharges	1		
	Service Hours	421	396	6%

▲ > 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 10 FY17 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%
✔	Access		100%	80%	88%
✔	Respect		90%	80%	91%
✔	Outcome		90%	80%	83%
✔	Recovery		90%	80%	79%

Legend: ▮ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   ⬤ Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25			▼	12%
26-34			▼	23%
35-44		5	31% ▲	20%
45-54		5	31%	22%
55-64		6	38% ▲	18%
65+				6%

Gender

Gender		#	%	State Avg
Male		9	56%	59%
Female		7	44%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		15	94% ▲	74%
Hispanic-Other		1	6%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican			▼	13%
Unknown				6%

Race

Race		#	%	State Avg
White/Caucasian		11	69%	65%
Black/African American		5	31% ▲	16%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%
Unknown				3%

Legend: ▮ 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	1	-	
Service Hours	421	396	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		16	100%	85%	86%	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		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		29%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▢		17%
Discharges	▢						17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
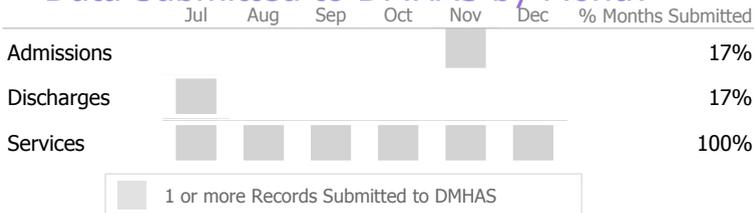
* State Avg based on 71 Active Supportive Housing – Scattered Site Programs