Thames Valley Council for Comm Action Inc
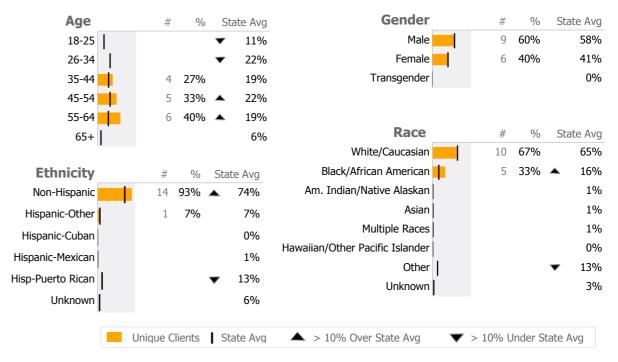Jewett City, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	15	15	0%
	Admits			
	Discharges	1		
	Service Hours	225	204	10%

▲ > 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 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%

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

Client Demographics

Age

Age		#	%		State Avg
18-25				▼	11%
26-34				▼	22%
35-44		4	27%		19%
45-54		5	33%	▲	22%
55-64		6	40%	▲	19%
65+					6%

Gender

Gender		#	%	State Avg
Male		9	60%	58%
Female		6	40%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		14	93%	▲	74%
Hispanic-Other		1	7%		7%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican				▼	13%
Unknown					6%

Race

Race		#	%		State Avg
White/Caucasian		10	67%		65%
Black/African American		5	33%	▲	16%
Am. Indian/Native Alaskan					1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Other				▼	13%
Unknown					3%

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 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	1	-	
Service Hours	225	204	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		15	100%	85%	87%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		14	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 69 Active Supportive Housing – Scattered Site Programs