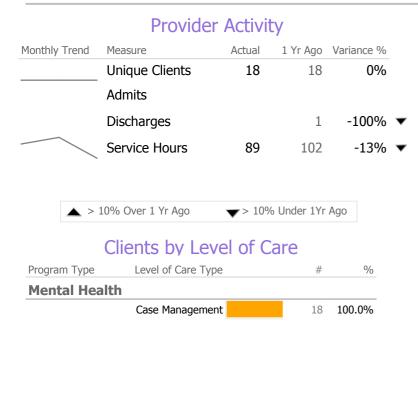
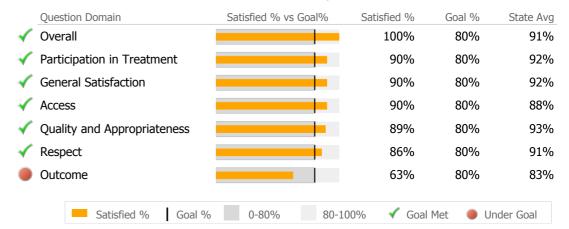
#### Windham Regional Community Council Willimantic, CT

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)



## Consumer Satisfaction Survey (Based on 10 FY18 Surveys)



## **Client Demographics**

Age	#	%	State A	g Gender		#	%	State Avg
18-25			10	% Male		12	67%	58%
26-34	2	11%	▼ 22	% Female		6	33%	41%
35-44	5	28%	20	% Transgender				0%
45-54	4	22%	21	%				
55-64	7	39%	🔺 19					
65+			7	% Race		#	%	State Avg
				White/Caucasian		17	94%	<b>▲</b> 63%
Ethnicity	#	%	State Ave	Black/African American	II.	1	6%	16%
Non-Hispanic	18	100	▲ 71%	Am. Indian/Native Alaskan				1%
		%	-	Asian				1%
Hispanic-Cuban			0%	Multiple Races				1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	Í			0%
Hispanic-Other			7%	Other	1			<b>▼</b> 13%
Hisp-Puerto Rican			▼ 13%	Unknown	İ			5%
Unknown			8%					

#### **BOS 193 Units Willimantic**

Windham Regional Community Council Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Quality Dashboard

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	-	
Discharges	-	1	-100% 🔻
Service Hours	89	102	-13% 🔻

## Data Submission Quality

	Data Entry		Actual	State Avg
$\checkmark$	Valid NOMS Data		100%	97%
		·		
	On-Time Periodic		Actual	State Avg
	6 Month Updates		67%	81%

## Data Submitted to DMHAS by Month

		Jui	Aug	Sep	% Months Submitted
Admissions	6				0%
Discharges	;				0%
Services					100%
		1 or mo	ore Recor	rds Subr	nitted to DMHAS

## Recovery

	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Stable Living Situation		12	67%	85%	85%	-18%	•
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		17	94%	90%	94%	4%	

# ▲ > 10% Over ▼ < 10% Under Actual Goal ✓ Goal Met ● Below Goal

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