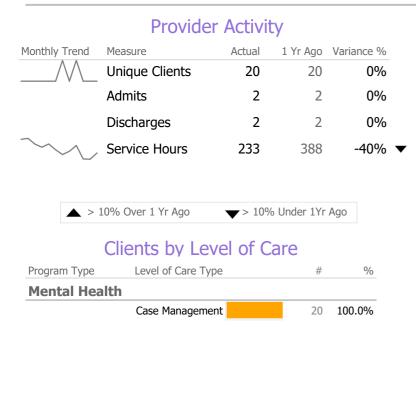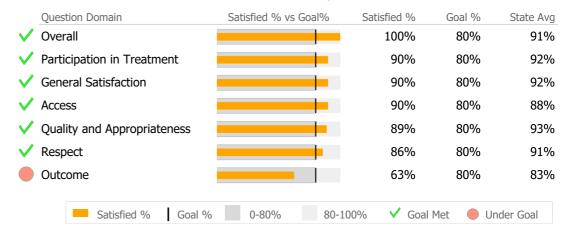**Windham Regional Community Council**
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	20	20	0%
	Admits	2	2	0%
	Discharges	2	2	0%
	Service Hours	233	388	-40% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		20	100.0%

Consumer Satisfaction Survey   (Based on 10 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		100%	80%	91%
✓	Participation in Treatment		90%	80%	92%
✓	General Satisfaction		90%	80%	92%
✓	Access		90%	80%	88%
✓	Quality and Appropriateness		89%	80%	93%
✓	Respect		86%	80%	91%
●	Outcome		63%	80%	83%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		1	5%	12%
26-34		2	10% ▼	24%
35-44		5	25%	21%
45-54		5	25%	20%
55-64		7	35% ▲	17%
65+				6%

Gender

Gender		#	%	State Avg
Male		13	65%	60%
Female		7	35%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		20	100% ▲	70%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				7%
Hisp-Puerto Rican			▼	12%
Unknown				10%

Race

Race		#	%	State Avg
White/Caucasian		19	95% ▲	63%
Black/African American		1	5% ▼	17%
Am. Indian/Native Alaskan				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

BOS 193 Units Willimantic
Windham Regional Community Council
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	233	388	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		13	65%	85%	85%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		16	89%	90%	96%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▮		▮				17%
Discharges							▮		▮				17%
Services	▮	▮	▮		▮	▮			▮	▮			58%

▢ 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