Windham Regional Community Council
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)

Provider Activity

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	18	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				10%
26-34		2	11% ▼	22%
35-44		5	28%	20%
45-54		4	22%	21%
55-64		7	39% ▲	19%
65+				7%

Gender

Gender	#	%	State Avg
Male	12	67%	58%
Female	6	33%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	18	100% ▲	71%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican		▼	13%
Unknown			8%

Race

Race	#	%	State Avg
White/Caucasian	17	94% ▲	63%
Black/African American	1	6%	16%
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 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

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
✔ Clients Receiving Services		17	94%	90%	94%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual		Goal	✔ Goal Met	🔴 Below Goal

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