Windham Regional Community Council
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	19	20	-5%	
	Admits	1	2	-50%	▼
	Discharges	1	2	-50%	▼
	Service Hours	132	113	17%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		19	100.0%

Consumer Satisfaction Survey   (Based on 9 FY20 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		88%	80%	91%
🔴	Outcome		78%	80%	83%
🔴	Recovery		67%	80%	79%

Satisfied %		Goal %	0-80%	80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25				10%
26-34		1	5% ▼	22%
35-44		4	21%	23%
45-54		4	21%	19%
55-64		10	53% ▲	19%
65+				8%

Gender

Gender		#	%	State Avg
Male		13	68%	58%
Female		6	32%	42%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		19	100% ▲	69%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hispanic-Other				8%
Hisp-Puerto Rican			▼	12%
Unknown			▼	11%

Race

Race		#	%	State Avg
White/Caucasian		18	95% ▲	62%
Black/African American		1	5% ▼	17%
Am. Indian/Native Alaskan				0%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%
Unknown				6%

Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - March 2021   (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	132	113	17%	▲

Recovery

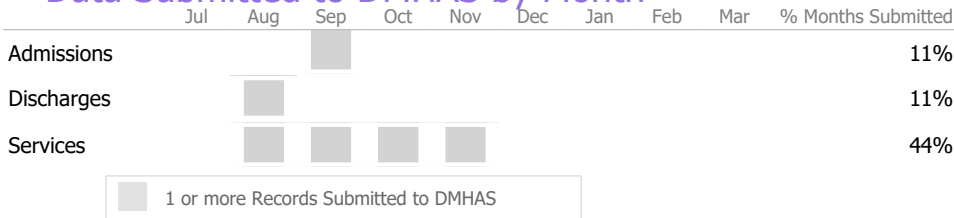| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		8	42%	85%	89%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		15	83%	90%	98%	-7%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	96%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪							11%
Discharges		▪								11%
Services		▪	▪	▪	▪					44%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

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