

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↘	Unique Clients	20	23	-13%	▼
	Admits		5	-100%	▼
	Discharges	1	3	-67%	▼
↘	Service Hours	27	148	-82%	▼

▲ > 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 9 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Access		89%	80%	88%
● Outcome		63%	80%	83%
● Recovery		63%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	1	5%	21%
35-44	4	20%	24%
45-54	5	25%	18%
55-64	3	15%	18%
65+	7	35%	9%

Gender	#	%	State Avg
Male	12	60%	59%
Female	8	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	20	100%	67%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			9%
Hisp-Puerto Rican			10%
Unknown			13%

Race	#	%	State Avg
White/Caucasian	19	95%	60%
Black/African American	1	5%	18%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			12%
Unknown			7%

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.

New Foundations (FFS)

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 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	23	-13% ▼
Admits	-	5	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	27	148	-82% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	35%	85%	86%	-50% ▼

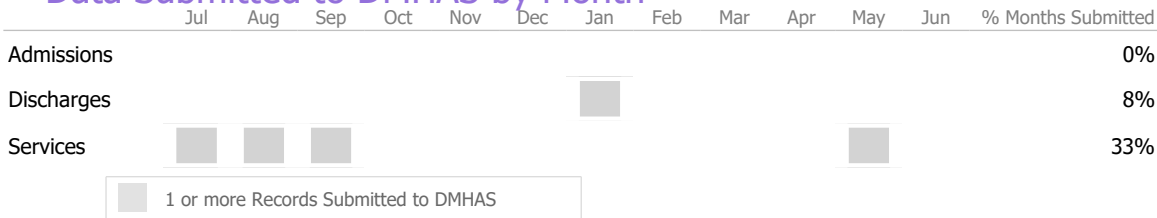
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	42%	90%	97%	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		100%	97%
On-Time Periodic	Actual	State Avg	
6 Month Updates		0%	81%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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