

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	19	18	6%
	Admits	1		
	Discharges	2	1	100% ▲
	Service Hours	10	27	-63% ▼

Consumer Satisfaction Survey

(Based on 1 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%



Client Demographics

▲ > 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%

Age	#	%	State Avg
18-25			9%
26-34	1	5%	▼ 20%
35-44	2	11%	▼ 25%
45-54	5	26%	18%
55-64	5	26%	19%
65+	6	32%	▲ 10%

Gender	#	%	State Avg
Male	13	68%	59%
Female	6	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	19	100%	▲ 64%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			10%
Hisp-Puerto Rican			10%
Unknown			▼ 14%

Race	#	%	State Avg
White/Caucasian	18	95%	▲ 59%
Black/African American	1	5%	▼ 17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 12%
Unknown			9%

Unique Clients (orange bar), State Avg (black line), ▲ > 10% Over State Avg, ▼ > 10% Under State Avg

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	1	-	
Discharges	2	1	100% ▲
Service Hours	10	27	-63% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	11%	85%	86%	-74% ▼

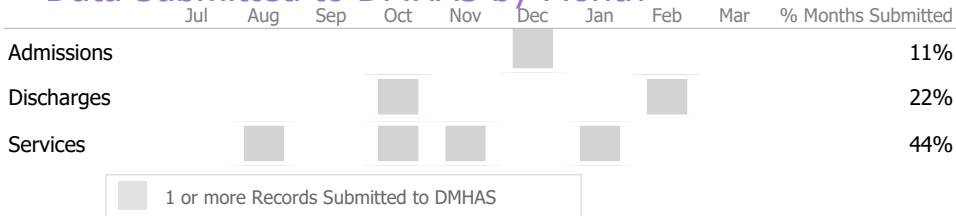
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	53%	90%	94%	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		84%

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

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