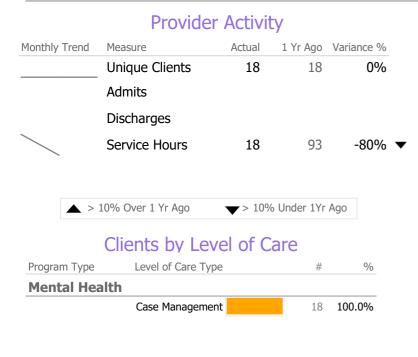
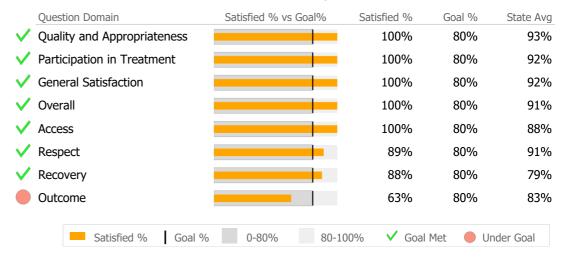
Windham Regional Community Council Willimantic, CT

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)



Consumer Satisfaction Survey (Based on 9 FY19 Surveys)



Client Demographics

Age 18-25 26-34 35-44 45-54 55-64 65+

Ethnicity Non-Hispanic

Hispanic-Cuban Hispanic-Mexican Hispanic-Other Hisp-Puerto Rican

Unknown

	#	%	State Avg	Gender		#	%	State Avg
	1	6%	9%	Male		12	67%	59%
	2	11%	▼ 22%	Female		6	33%	41%
	3	17%	21%	Transgender				0%
	4	22%	20%					
	8	44%	▲ 20%					
ľ			7%	Race		#	%	State Avg
•				White/Caucasian		17	94%	▲ 64%
	#	%	State Avg	Black/African American		1	6%	16%
	18	100	▲ 71%	Am. Indian/Native Alaskan				1%
		%	_	Asian				1%
			0%	Multiple Races				1%
			1%	Hawaiian/Other Pacific Islander				0%
			7%	Other	1			▼ 13%
1			▼ 12%	Unknown				5%
			9%					
	Unique Cl	lients	State Avg	▲ > 10% Over State Avg	▼	> 10% U	Inder S	tate 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

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Quality Dashboard

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	-	
Discharges	-	-	
Service Hours	18	93	-80%

Recovery

,							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		6	33%	85%	90%	-52%	▼
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		8	44%	90%	93%	-46%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	88%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admission	5				0%
Discharges	6				0%
Services					33%
		1 or mo	re Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver 🔻 < 10	% Under	
Actual	Goal	V Goal Met	Below	Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs