

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
▼	Unique Clients	19	18	6%
	Admits	1		
	Discharges	1		
↘	Service Hours	5	24	-79% ▼

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

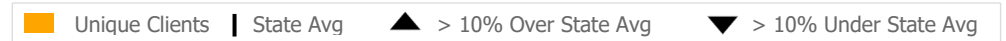
Program Type	Level of Care Type	#	%
Mental Health	Case Management	19	100.0%

Age	#	%	State Avg
18-25			8%
26-34	1	5%	▼ 19%
35-44	2	11%	▼ 24%
45-54	5	26%	18%
55-64	5	26%	19%
65+	6	32%	▲ 10%

Gender	#	%	State Avg
Male	13	68%	59%
Female	6	32%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	19	100%	▲ 65%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			10%
Hisp-Puerto Rican			10%
Unknown			▼ 14%

Race	#	%	State Avg
White/Caucasian	18	95%	▲ 60%
Black/African American	1	5%	▼ 17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 12%
Unknown			8%



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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	1	-	
Discharges	1	-	
Service Hours	5	24	-79% ▼

Recovery

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

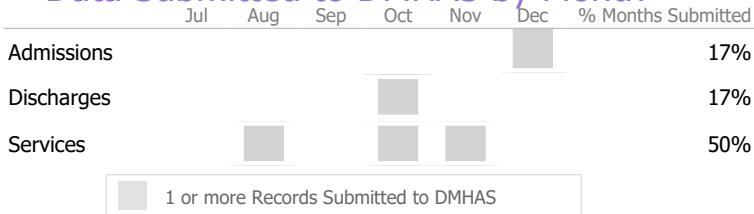
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	50%	90%	91%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		86%

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

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