Windham Regional Community Council
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	18	18	0%
	Admits	1		
	Discharges	1		
	Service Hours	12	-	

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

Consumer Satisfaction Survey (Based on 10 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		89%	80%	83%
✓ Respect		88%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	18	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34	1	6% ▼	18%
35-44	2	11% ▼	24%
45-54	4	22%	18%
55-64	6	33% ▲	20%
65+	5	28% ▲	12%

Gender	#	%	State Avg
Male	13	72% ▲	58%
Female	5	28% ▼	42%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	18	100 % ▲	64%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other		▼	11%
Hisp-Puerto Rican			10%
Unknown		▼	14%

Race	#	%	State Avg
White/Caucasian	17	94% ▲	59%
Black/African American	1	6% ▼	17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other		▼	12%
Unknown			9%

Unique Clients | State Avg ▲ > 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	1	-	
Discharges	1	-	
Service Hours	12	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	28%	85%	84%	-57%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	18%	90%	86%	-72%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs