Windham Regional Community Council
Willimantic, CT

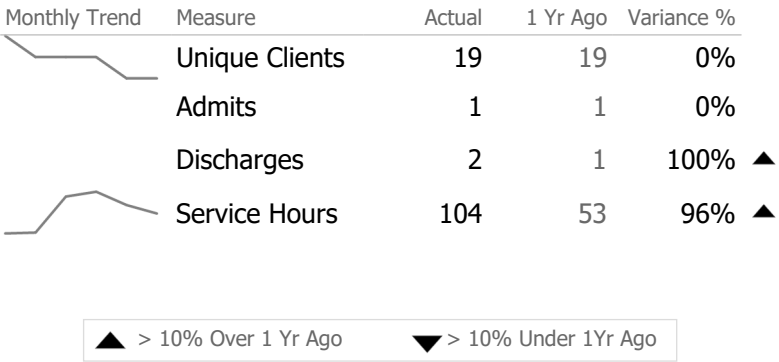Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
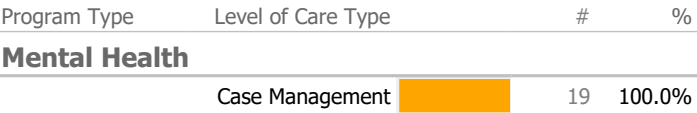Reporting Period: July 2024 - December 2024   (Data as of Mar 18, 2025)
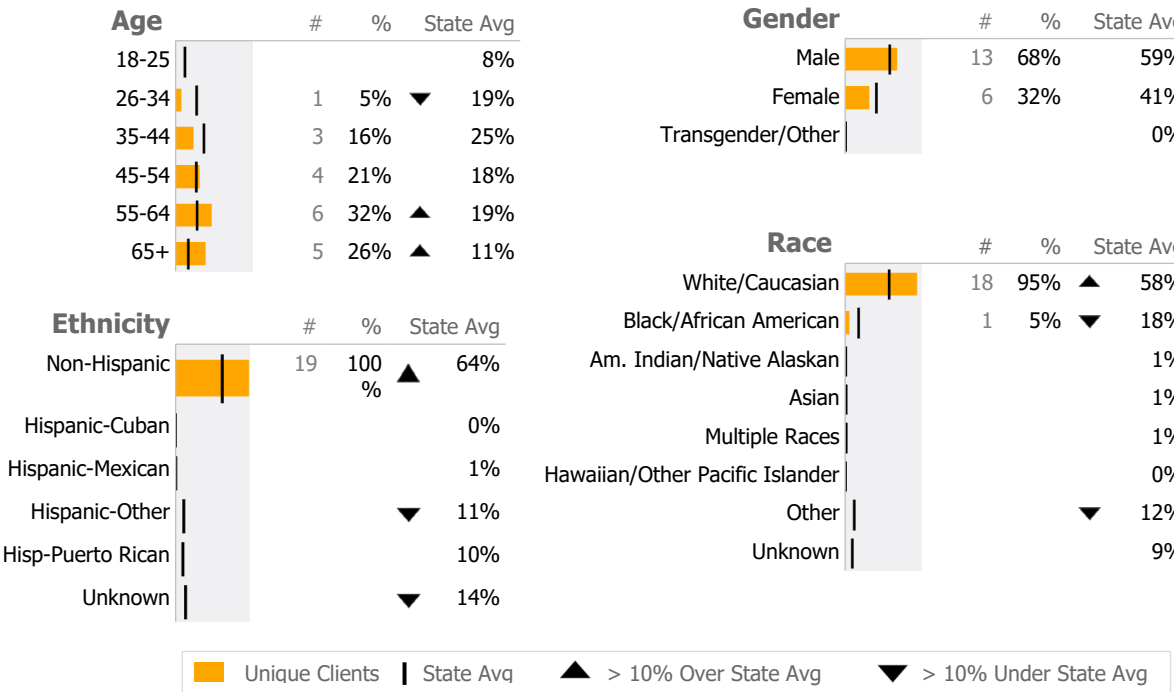
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	19	19	0%	
	Admits	1	1	0%	
	Discharges	2	1	100%	▲
	Service Hours	104	53	96%	▲

▲ > 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		19	100.0%

Client Demographics

Age

Age		#	%	State Avg
18-25				8%
26-34		1	5% ▼	19%
35-44		3	16%	25%
45-54		4	21%	18%
55-64		6	32% ▲	19%
65+		5	26% ▲	11%

Gender

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

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		19	100% ▲	64%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other			▼	11%
Hisp-Puerto Rican				10%
Unknown			▼	14%

Race

Race		#	%	State Avg
White/Caucasian		18	95% ▲	58%
Black/African American		1	5% ▼	18%
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 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	19	0%	
Admits	1	1	0%	
Discharges	2	1	100%	▲
Service Hours	104	53	96%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		7	37%	85%	83%	-48%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		12	67%	90%	88%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							33%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
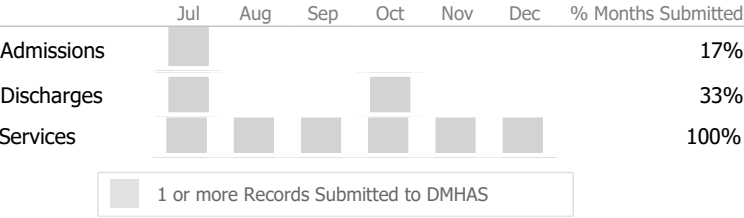
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs