

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Upward Trend	Unique Clients	20	19	5%
Upward Trend	Admits	2	1	100% ▲
Upward Trend	Discharges	3	2	50% ▲
Upward Trend	Service Hours	184	126	46% ▲

▲ > 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	<div style="width: 100%;">Satisfied %</div>	100%	80%	92%
✓ Overall	<div style="width: 100%;">Satisfied %</div>	100%	80%	91%
✓ Quality and Appropriateness	<div style="width: 100%;">Satisfied %</div>	90%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;">Satisfied %</div>	90%	80%	92%
✓ Access	<div style="width: 100%;">Satisfied %</div>	90%	80%	88%
✓ Outcome	<div style="width: 100%;">Satisfied %</div>	89%	80%	83%
✓ Respect	<div style="width: 100%;">Satisfied %</div>	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	20	100.0%

Age	#	%	State Avg
18-25	1	5%	8%
26-34	1	5% ▼	19%
35-44	3	15%	25%
45-54	4	20%	18%
55-64	6	30% ▲	18%
65+	5	25% ▲	11%

Gender	#	%	State Avg
Male	13	65%	59%
Female	7	35%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	20	100% ▲	64%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			▼ 11%
Hisp-Puerto Rican			10%
Unknown			▼ 14%

Race	#	%	State Avg
White/Caucasian	19	95% ▲	58%
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 | █ 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	█	11	55%	85%	83%	-30% ▼

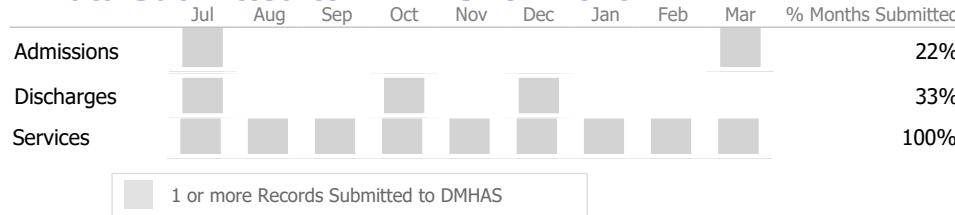
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	16	94%	90%	94%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	█	100% 97%
On-Time Periodic 6 Month Updates	█	56% 81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs