**Windham Regional Community Council**
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025    (Data as of Dec 15, 2025)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 17 | 19 | -11% | ▼ |
| | Admits | | 1 | -100% | ▼ |
| | Discharges | | 1 | -100% | ▼ |
| | Service Hours | 62 | 58 | 7% | |

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

## Consumer Satisfaction Survey    (Based on 10 FY25 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Participation in Treatment | | 90% | 80% | 92% |
| ✓ | Access | | 90% | 80% | 88% |
| ✓ | Quality and Appropriateness | | 89% | 80% | 93% |
| ✓ | Respect | | 86% | 80% | 91% |
| ✓ | General Satisfaction | | 80% | 80% | 92% |
| ✓ | Overall | | 80% | 80% | 91% |
| 🔴 | Outcome | | 67% | 80% | 83% |

Legend: ▮ 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 | | 17 | 100.0% |

## Client Demographics

### Age

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 1 | 6% | 9% |
| 26-34 | | 1 | 6% ▼ | 18% |
| 35-44 | | 3 | 18% | 25% |
| 45-54 | | 4 | 24% | 18% |
| 55-64 | | 4 | 24% | 19% |
| 65+ | | 4 | 24% ▲ | 11% |

### Gender

| Gender | | # | % | State Avg |
|---|---|---|---|---|
| Male | | 10 | 59% | 58% |
| Female | | 7 | 41% | 41% |
| Transgender/Other | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | State Avg |
|---|---|---|---|---|
| Non-Hispanic | | 17 | 100% ▲ | 64% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 1% |
| Hispanic-Other | | | ▼ | 12% |
| Hisp-Puerto Rican | | | | 10% |
| Unknown | | | ▼ | 13% |

### Race

| Race | | # | % | State Avg |
|---|---|---|---|---|
| White/Caucasian | | 16 | 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 | | | | 8% |

Legend: ▮ 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 2025 - September 2025  (Data as of Dec 15, 2025)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 17 | 19 | -11% | ▼ |
| Admits | - | 1 | -100% | ▼ |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | 62 | 58 | 7% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | 14 | 82% | 85% | 85% | -3% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 17 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 100% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 94% | 81% |

## Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✔ Goal Met    🔴 Below Goal
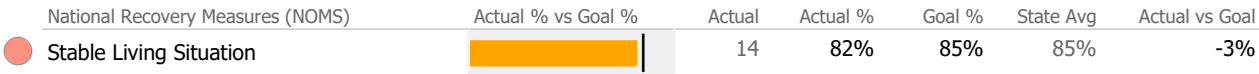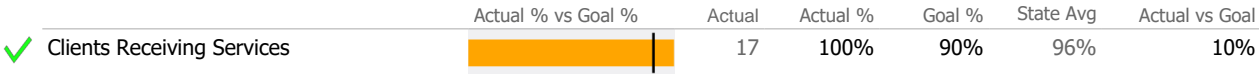
* State Avg based on 120 Active Supportive Housing – Scattered Site Programs