Windham Regional Community Council
Willimantic, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	17	19	-11%	▼
	Admits		1	-100%	▼
	Discharges		3	-100%	▼
	Service Hours	128	130	-1%	

▲ > 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%

▬ 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%	8%
26-34			▼	18%
35-44		4	24%	25%
45-54		3	18%	19%
55-64		4	24%	19%
65+		5	29% ▲	12%

Gender

Gender		#	%	State Avg
Male		10	59%	59%
Female		7	41%	40%
Transgender/Other				0%

Race

Race		#	%	State Avg
White/Caucasian		16	94% ▲	59%
Black/African American		1	6% ▼	18%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	12%
Unknown				8%

Ethnicity

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

▬ 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	-	1	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	128	130	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		14	82%	85%	86%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	95%	10%

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		65%	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	▣	▣	▣	▣	▣	▣	100%

▣ 1 or more Records Submitted to DMHAS
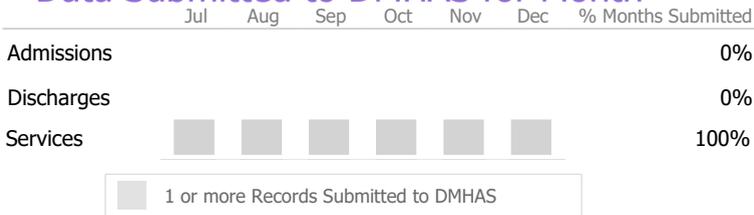
▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs