**New Reach, Inc.**
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 279 | 173 | 61% | ▲ |
| | Admits | 158 | 99 | 60% | ▲ |
| | Discharges | 132 | 51 | 159% | ▲ |
| | Service Hours | 2,220 | 1,691 | 31% | ▲ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 279 | 100.0% |

## Consumer Satisfaction Survey   (Based on 40 FY16 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Quality and Appropriateness | | 97% | 80% | 93% |
| ✓ | Respect | | 97% | 80% | 91% |
| ✓ | General Satisfaction | | 95% | 80% | 92% |
| ✓ | Participation in Treatment | | 95% | 80% | 92% |
| ✓ | Overall | | 93% | 80% | 91% |
| ✓ | Access | | 93% | 80% | 88% |
| ✓ | Outcome | | 83% | 80% | 83% |
| 🔴 | Recovery | | 72% | 80% | 79% |

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

## Client Demographics

### Age

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 18 | 6% | 14% |
| 26-34 | | 55 | 20% | 24% |
| 35-44 | | 68 | 24% | 20% |
| 45-54 | | 83 | 30% | 22% |
| 55-64 | | 50 | 18% | 16% |
| 65+ | | 5 | 2% | 5% |

### Gender

| Gender | | # | % | | State Avg |
|---|---|---|---|---|---|
| Female | | 179 | 64% | ▲ | 40% |
| Male | | 100 | 36% | ▼ | 60% |
| Transgender | | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | | State Avg |
|---|---|---|---|---|---|
| Non-Hispanic | | 192 | 69% | | 74% |
| Hispanic-Other | | 83 | 30% | ▲ | 7% |
| Hisp-Puerto Rican | | 4 | 1% | ▼ | 12% |
| Hispanic-Cuban | | | | | 0% |
| Hispanic-Mexican | | | | | 1% |
| Unknown | | | | | 6% |

### Race

| Race | | # | % | | State Avg |
|---|---|---|---|---|---|
| White/Caucasian | | 138 | 49% | ▼ | 65% |
| Black/African American | | 117 | 42% | ▲ | 17% |
| Multiple Races | | 10 | 4% | | 1% |
| Other | | 8 | 3% | | 13% |
| Am. Indian/Native Alaskan | | 2 | 1% | | 1% |
| Hawaiian/Other Pacific Islander | | 2 | 1% | | 0% |
| Asian | | 1 | 0% | | 1% |
| Unknown | | 1 | 0% | | 3% |

| Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg |
|---|---|---|---|

**BOS 193 Units Danbury**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

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

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | N/A | N/A | 85% | 83% | -85% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | N/A | N/A | 90% | 96% | N/A | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | N/A | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | N/A | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | 0% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|---|

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

**Bridgeport Supportive Housing Program (SAMSHA)**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 10 | 17 | -41% | ▼ |
| Admits | - | - | | |
| Discharges | 9 | 5 | 80% | ▲ |
| Service Hours | 14 | 31 | -54% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | 5 | 50% | 85% | 83% | -35% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 1 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 87% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 0% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 0% |
| Discharges | | | ▦ | ▦ | | ▦ | ▦ | | | 44% |
| Services | | | ▦ | ▦ | | ▦ | ▦ | | | 44% |

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

🟧 Actual  | Goal  ✔ Goal Met  🔴 Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

**CABHI - CM Scattered Site Housing**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)
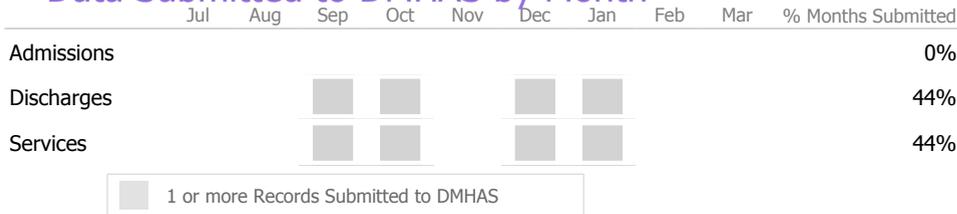
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 77 | 30 | 157% | ▲ |
| Admits | 52 | 28 | 86% | ▲ |
| Discharges | 39 | 2 | 1850% | ▲ |
| Service Hours | 659 | 277 | 138% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | 51 | 65% | 85% | 83% | -20% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 38 | 97% | 90% | 96% | 7% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 94% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 65% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 100% |
| Discharges | | | | | | | | | | 100% |
| Services | | | | | | | | | | 89% |

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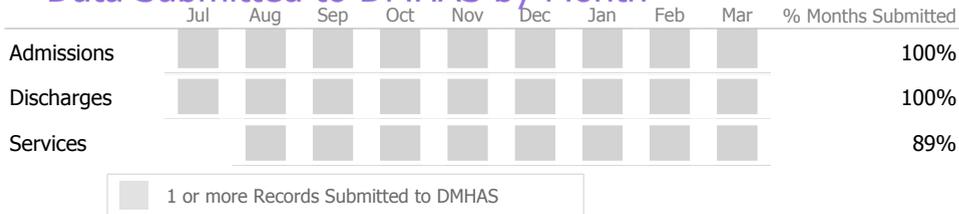
▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

**Critical Time Intervention - Bridgeport**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 81 | 15 | 440% | ▲ |
| Admits | 55 | 15 | 267% | ▲ |
| Discharges | 23 | - | | |
| Service Hours | 560 | 117 | | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Stable Living Situation | | 46 | 57% | 85% | 83% | -28% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 58 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 90% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 100% |
| Discharges | | | | | | | | | | 89% |
| Services | | | | | | | | | | 89% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

**Ferry Street PILOTS Dev.925555**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 6 | 6 | 0% |
| Admits | - | - | |
| Discharges | 2 | - | |
| Service Hours | 34 | 55 | -37% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | 5 | 83% | 85% | 87% | -2% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 4 | 100% | 90% | 88% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 90% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 50% | 69% |

## Data Submitted to DMHAS by Month
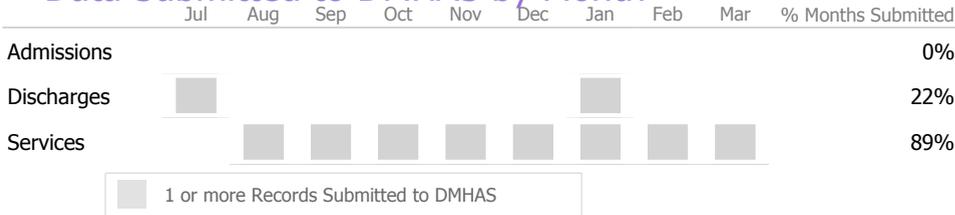
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 0% |
| Discharges | ▪ | | | | | | ▪ | | | 22% |
| Services | | | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 89% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual   | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

**Geller Commons**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 9 | 2 | 350% | ▲ |
| Admits | 2 | 2 | 0% | |
| Discharges | 1 | - | | |
| Service Hours | 94 | - | | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 9 | 100% | 85% | 87% | 15% | ▲ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 8 | 100% | 90% | 88% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 88% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 67% | 69% |

## Data Submitted to DMHAS by Month
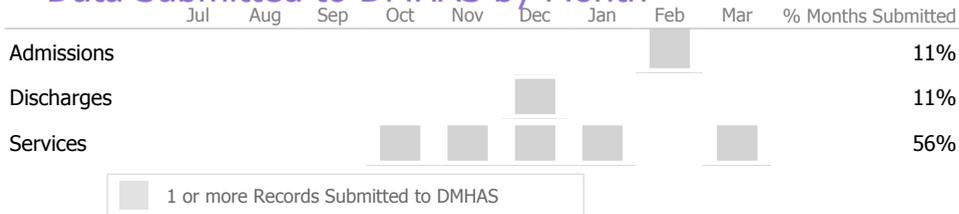
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | ▪ | | 11% |
| Discharges | | | | | | ▪ | | | | 11% |
| Services | | | | ▪ | ▪ | ▪ | ▪ | | ▪ | 56% |

☐ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▮ Actual | | Goal | ✓ Goal Met | ● Below Goal |
|---|---|---|---|---|

\* State Avg based on 54 Active Supportive Housing – Development Programs

**Martha's Place MH CM 925-290**
New Reach, Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 55 | 58 | -5% | |
| Admits | 44 | 46 | -4% | |
| Discharges | 51 | 41 | 24% | ▲ |
| Service Hours | 421 | 653 | -35% | ▼ |

## Service Engagement
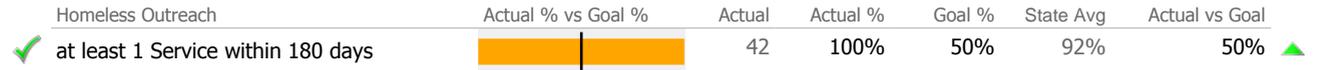
| Homeless Outreach | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | at least 1 Service within 180 days | | 42 | 100% | 50% | 92% | 50% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Services | ▢ | ▢ | | | | ▢ | ▢ | ▢ | ▢ | 67% |

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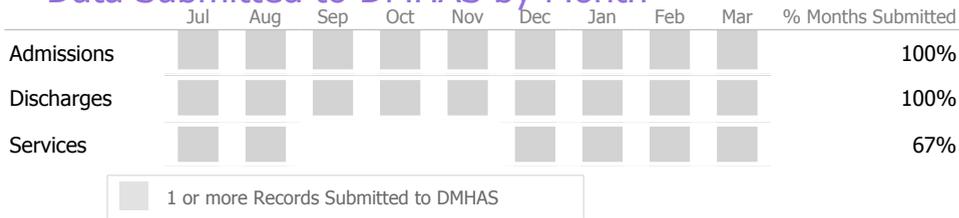
▲ > 10% Over    ▼ < 10% Under

🟧 Actual   | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

**Next Steps SupportiveHsg925553**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 5 | 6 | -17% | ▼ |
| Admits | 1 | 1 | 0% | |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | 34 | 33 | 3% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 5 | 100% | 85% | 87% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 5 | 100% | 90% | 88% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 93% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 69% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | ▢ | | | | | | 11% |
| Discharges | | | | | | | | | | 0% |
| Services | | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 89% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

**NH Fam Prtr Pilot 925-551**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)
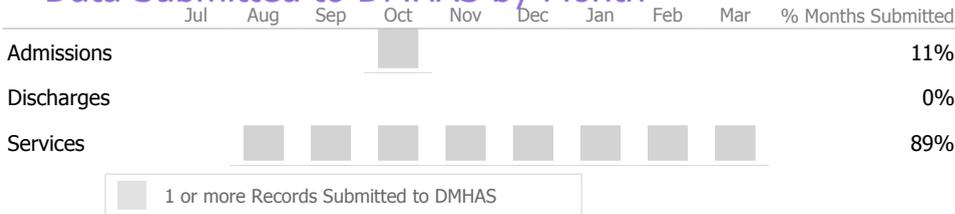
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---------|--------|----------|------------|---|
| Unique Clients | 42 | 40 | 5% | |
| Admits | 4 | 7 | -43% | ▼ |
| Discharges | 7 | 2 | 250% | ▲ |
| Service Hours | 403 | 525 | -23% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 42 | 100% | 85% | 83% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 35 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 91% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | ▪ | ▪ | ▪ | | | | | 33% |
| Discharges | | ▪ | ▪ | | | ▪ | | | | 33% |
| Services | | ▪ | ▪ | | ▪ | ▪ | | ▪ | ▪ | 67% |

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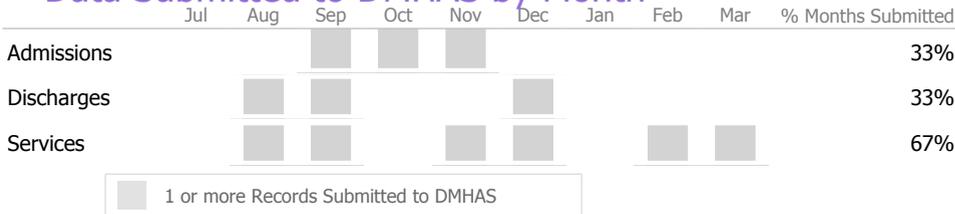
▲ > 10% Over    ▼ < 10% Under

▮ Actual   | Goal   ✓ Goal Met   ⬤ Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

**Rapid Rehousing**
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

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

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● Stable Living Situation | | N/A | N/A | 85% | 83% | -85% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | N/A | N/A | 90% | 96% | N/A ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | N/A | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | N/A | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | 0% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs