

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	229	304	-25%	▼
	Admits	85	190	-55%	▼
	Discharges	152	171	-11%	▼
	Service Hours	1,671	2,981	-44%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	229	100.0%

Consumer Satisfaction Survey

(Based on 50 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Outcome		87%	80%	83%
✓ Respect		87%	80%	91%
● Recovery		77%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	21	9%	13%
26-34	40	17%	24%
35-44	56	24%	20%
45-54	61	27%	21%
55-64	44	19%	16%
65+	7	3%	5%

Gender	#	%	State Avg
Female	158	69%	▲ 40%
Male	71	31%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	161	70%	72%
Hispanic-Other	68	30%	▲ 7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 12%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	108	47%	▼ 64%
Black/African American	105	46%	▲ 17%
Multiple Races	6	3%	1%
Am. Indian/Native Alaskan	4	2%	1%
Other	4	2%	▼ 13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			4%

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

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	<div style="width: 0%;"></div>	N/A	N/A	85%	85%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	96%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div> N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div> N/A	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 74 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	9	-	
Discharges	4	10	-60% ▼
Service Hours	40	14	178% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	56%	85%	85%	-29% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	83	-47% ▼
Admits	2	59	-97% ▼
Discharges	40	43	-7%
Service Hours	198	904	-78% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		38	86%	85%	85%	1%

Service Utilization

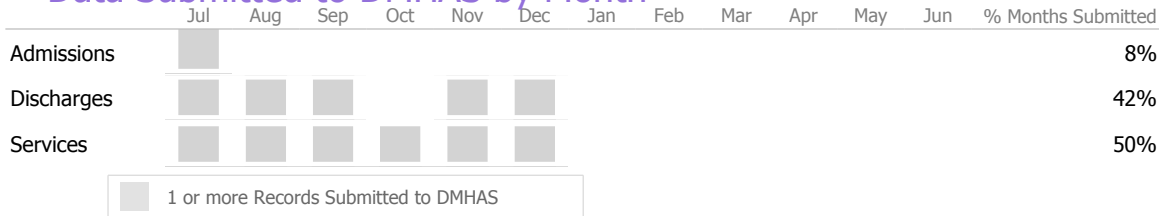
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	25%	90%	96%	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	87	-38% ▼
Admits	8	63	-87% ▼
Discharges	55	42	31% ▲
Service Hours	271	825	-67% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		54	98%	85%	85%	13% ▲

Service Utilization

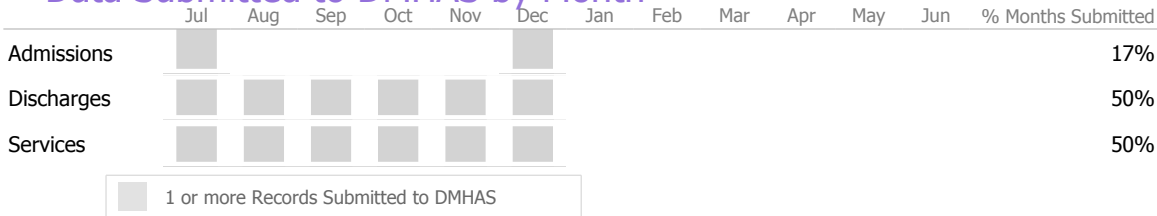
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	49	41	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	91%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	2	10	-80% ▼
Discharges	1	1	0%
Service Hours	162	116	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	91%	9%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

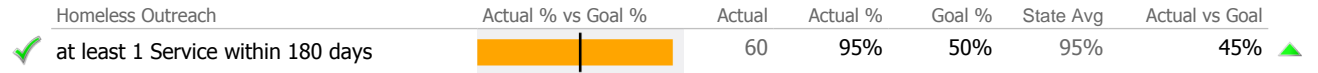
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

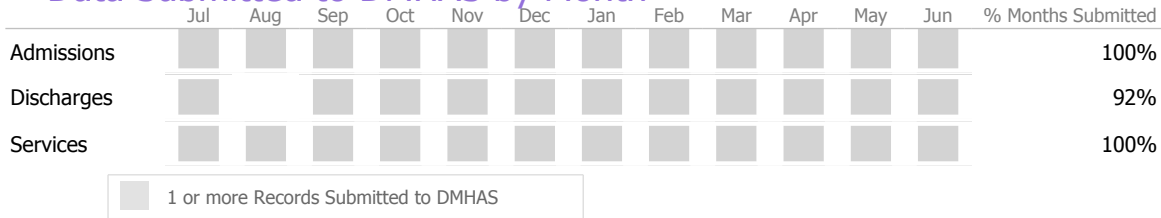
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	58	10% ▲
Admits	64	48	33% ▲
Discharges	48	64	-25% ▼
Service Hours	424	507	-16% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	27	40	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	91%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	45	-20% ▼
Admits	-	7	-100% ▼
Discharges	4	9	-56% ▼
Service Hours	502	535	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		36	100%	85%	85%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2017 - June 2018 (Data as of Sep 18, 2018)

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	<div style="width: 15%;"></div>	N/A	N/A	85%	85%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 15%;"></div>	N/A	N/A	90%	96%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 15%;"></div> N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 15%;"></div> N/A	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 74 Active Supportive Housing – Scattered Site Programs