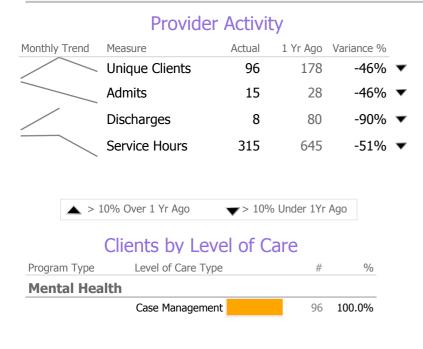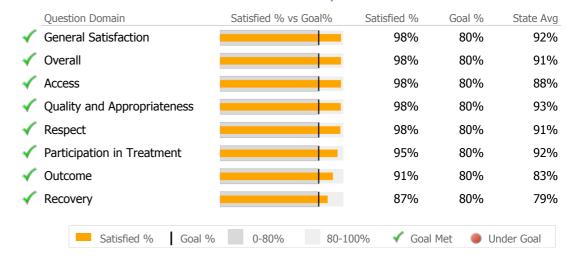**New Reach, Inc.**
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	96	178	-46%	▼
	Admits	15	28	-46%	▼
	Discharges	8	80	-90%	▼
	Service Hours	315	645	-51%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		96	100.0%

Consumer Satisfaction Survey   (Based on 50 FY18 Surveys)

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

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

Client Demographics

Age

	#	%	State Avg
18-25	10	10%	10%
26-34	19	20%	22%
35-44	25	26%	20%
45-54	19	20%	21%
55-64	19	20%	19%
65+	4	4%	7%

Gender

	#	%		State Avg
Female	78	81%	▲	41%
Male	18	19%	▼	58%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	68	71%		71%
Hispanic-Other	28	29%	▲	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican			▼	13%
Unknown				8%

Race

	#	%		State Avg
White/Caucasian	49	51%	▼	63%
Black/African American	40	42%	▲	16%
Am. Indian/Native Alaskan	3	3%		1%
Asian	2	2%		1%
Other	2	2%	▼	13%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				5%

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 2018 - September 2018 (Data as of Dec 13, 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		N/A	N/A	85%	85%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	94%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	4	-	
Discharges	-	-	
Service Hours	71	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		3	33%	85%	85%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 74 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
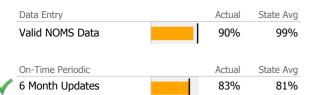Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	14	13	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		6	100%	85%	92%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		83%	81%

Data Submitted to DMHAS by 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 52 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	16	6%	
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	35	40	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		15	88%	85%	92%	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%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		71%	81%

Data Submitted to DMHAS by 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 52 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	21	29%	▲
Admits	10	20	-50%	▼
Discharges	6	9	-33%	▼
Service Hours	77	94	-18%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		8	80%	50%	93%	30%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges	▪	▪		67%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 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
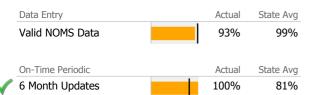Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	11	4	175% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		5	100%	85%	92%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		5	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

Data Submitted to DMHAS by 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 52 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
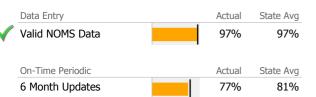Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	36	-8%
Admits	1	-	
Discharges	2	2	0%
Service Hours	106	133	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		31	94%	85%	85%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	90%	90%	94%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		77%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
Discharges	▪	▪		67%
Services	▪	▪	▪	100%

☐ 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

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 2018 - September 2018 (Data as of Dec 13, 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		N/A	N/A	85%	85%	-85%	🔻

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	94%	N/A	🔻

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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