

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	233	135	73%	▲
	Admits	106	59	80%	▲
	Discharges	74	30	147%	▲
	Service Hours	1,388	901	54%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	233	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	#	%	State Avg
18-25	17	7%	13%
26-34	46	20%	23%
35-44	61	26%	19%
45-54	69	30%	22%
55-64	39	17%	17%
65+	1	0%	5%

Gender	#	%	State Avg
Female	154	66%	▲ 41%
Male	79	34%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	162	70%	74%
Hispanic-Other	67	29%	▲ 7%
Hisp-Puerto Rican	4	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	114	49%	▼ 65%
Black/African American	99	42%	▲ 16%
Multiple Races	9	4%	1%
Other	6	3%	13%
Am. Indian/Native Alaskan	2	1%	1%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	3%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

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%	80%	-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		97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	17	-41% ▼
Admits	-	-	
Discharges	8	3	167% ▲
Service Hours	14	27	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	50%	85%	80%	-35% ▼

Service Utilization

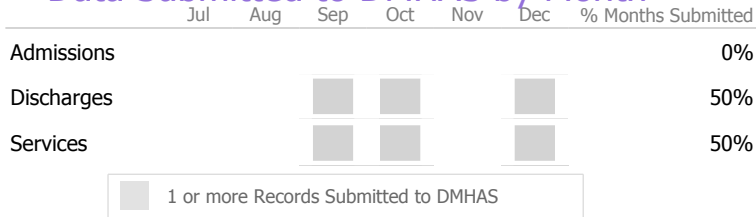
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		85% / 97%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% / 81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	21	200% ▲
Admits	37	19	95% ▲
Discharges	15	-	
Service Hours	429	47	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		27	43%	85%	80%	-42% ▼

Service Utilization

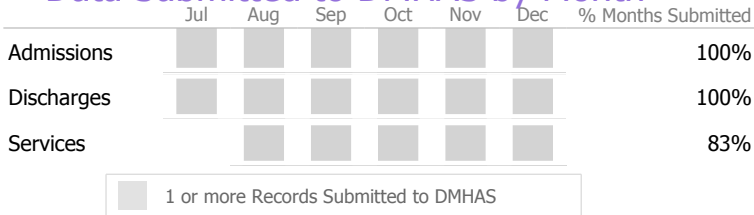
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	3	1833% ▲
Admits	32	3	967% ▲
Discharges	7	-	
Service Hours	243	9	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		20	34%	85%	80%	-51% ▼

Service Utilization

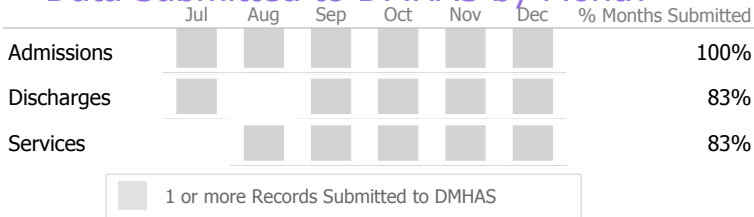
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	1	-	
Service Hours	27	36	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	83%	85%	84%	-2%

Service Utilization

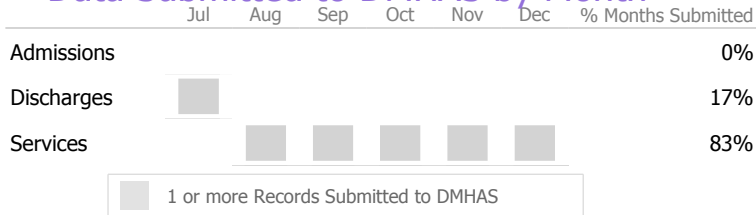
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	89%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	60%	67%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	-	-	
Discharges	1	-	
Service Hours	71	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	84%	15% ▲

Service Utilization

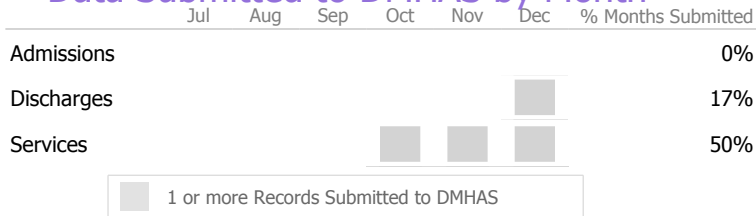
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	57%	67%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

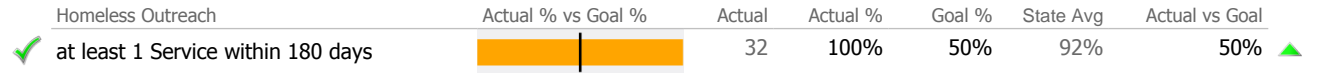
Actual | Goal ✓ Goal Met ● Below Goal

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

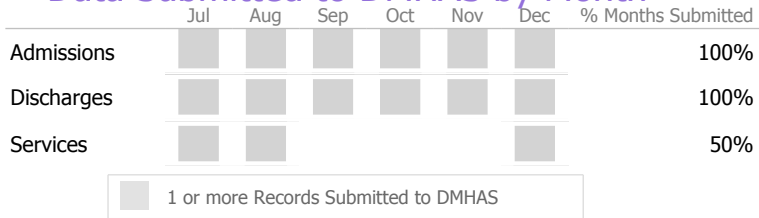
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	42	10%
Admits	32	29	10%
Discharges	35	26	35% ▲
Service Hours	301	380	-21% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	18	25	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	84%	15% ▲

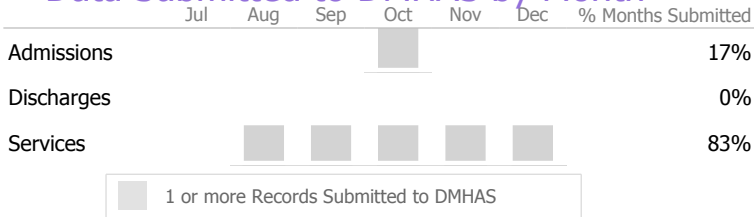
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		67%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	40	5%
Admits	4	7	-43% ▼
Discharges	7	-	
Service Hours	285	377	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		42	100%	85%	80%	15% ▲

Service Utilization

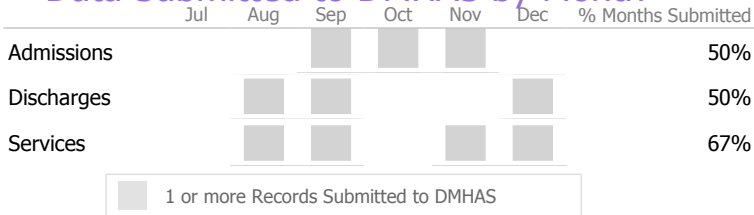
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

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

Data Submitted to DMHAS by Month



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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 - December 2016 (Data as of Mar 21, 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%	80%	-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		97%

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

Data Submitted to DMHAS by Month

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Discharges							0%

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