

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Up	Unique Clients	35	33	6%
Down	Admits	1	2	-50% ▼
Up	Discharges	4	1	300% ▲
Down	Service Hours	511	803	-36% ▼

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Case Management		35	100.0%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	#	%	State Avg		#	%	State Avg
18-25	1	3%	9%	Male	26	74%	58%
26-34	3	9%	21%	Female	9	26%	42%
35-44	9	26%	22%	Transgender			0%
45-54	12	34%	19%				
55-64	9	26%	20%				
65+	1	3%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
	#	%	State Avg		#	%	State Avg
Non-Hispanic	27	77%	70%	White/Caucasian	28	80%	62%
Hisp-Puerto Rican	7	20%	12%	Black/African American	4	11%	17%
Unknown	1	3%	10%	Other	2	6%	13%
Hispanic-Cuban			0%	Multiple Races	1	3%	1%
Hispanic-Mexican			0%	Am. Indian/Native Alaskan			1%
Hispanic-Other			8%	Asian			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%

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

Survey Data Not Available

**BOS 193 Units New London**

New London Homeless Hospitality Center

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	1	0%
Discharges	1	-	
Service Hours	96	317	-70% ▼

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	100%	85%	90%	15%	▲

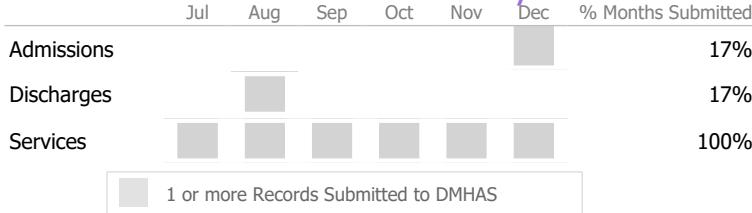
**Service Utilization**

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	8	80%	90%	95%	-10%	

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	92%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	78%	88%

**Data Submitted to DMHAS by Month**

▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	164	197	-17% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	75%	85%	90%	-10%

## Service Utilization

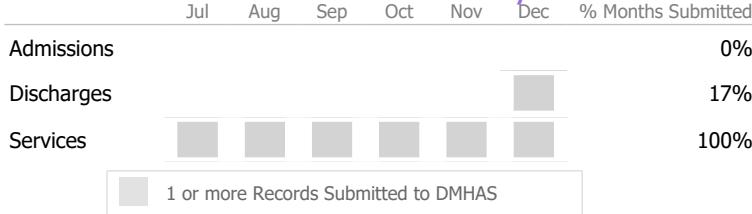
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	82%	90%	95%	-8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	82%	88%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	-	-	
Discharges	2	1	100% <span style="color: green;">▲</span>
Service Hours	252	289	-13% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="color: orange;">█</span>	12	100%	85%	90%	15% <span style="color: green;">▲</span>

## Service Utilization

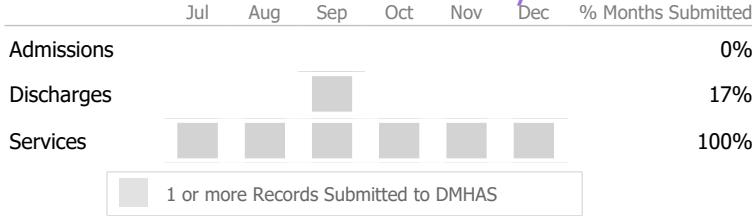
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<span style="color: orange;">█</span>	8	80%	90%	95%	-10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="color: orange;">█</span>	97% 96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<span style="color: orange;">█</span>	100% 88%

## Data Submitted to DMHAS by Month


▲ > 10% Over    ▼ < 10% Under

█ Actual    █ Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs