

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	35	33	6%
	Admits	1	2	-50% ▼
	Discharges	4	1	300% ▲
	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	#	%
Mental Health	Case Management	35	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	3%	9%
26-34	3	9%	21% ▼
35-44	9	26%	22%
45-54	12	34%	19% ▲
55-64	9	26%	20%
65+	1	3%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	27	77%	70%
Hisp-Puerto Rican	7	20%	12%
Unknown	1	3%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%

Gender	#	%	State Avg
Male	26	74%	58% ▲
Female	9	26%	42% ▼
Transgender			0%

Race	#	%	State Avg
White/Caucasian	28	80%	62% ▲
Black/African American	4	11%	17%
Other	2	6%	13%
Multiple Races	1	3%	1%
Am. Indian/Native Alaskan			1%
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% ▲

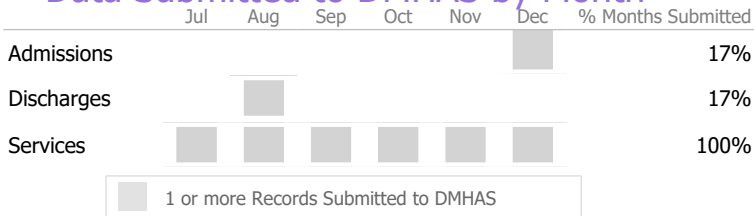
Service Utilization

	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		96%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		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

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

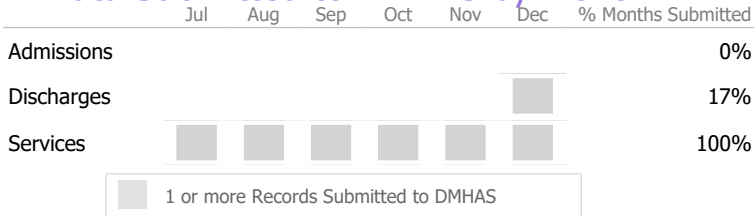
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	82%	90%	95%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		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% ▲
Service Hours	252	289	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	90%	15% ▲

Service Utilization

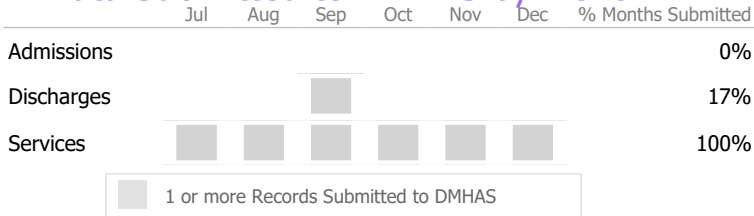
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	80%	90%	95%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month



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