

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	78	35	123%	▲
	Admits	40	1	3900%	
	Discharges	32	5	540%	
	Service Hours	1,287	688	87%	▲
	Bed Days	151			

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		77	98.7%
Residential Services		1	1.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	3%	10%	Male	58	74%	59%
26-34	13	17%	22%	Female	20	26%	41%
35-44	25	32%	23%	Transgender			0%
45-54	19	24%	19%				
55-64	15	19%	19%				
65+	4	5%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	66	85%	68%	White/Caucasian	64	82%	62%
Hisp-Puerto Rican	9	12%	11%	Black/African American	10	13%	17%
Hispanic-Other	2	3%	8%	Other	3	4%	13%
Unknown	1	1%	12%	Asian	1	1%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			0%
Hispanic-Mexican			1%	Multiple Races			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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	310	132	135% ▲

Recovery

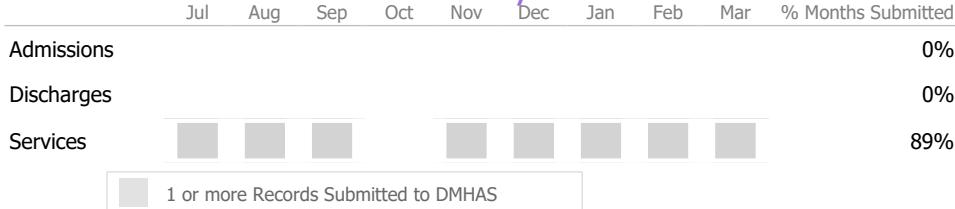
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	90%	9	90%	85%	88%	5%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	83%

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 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	13	12	8%
Admits	3	-	
Discharges	1	1	0%
Service Hours	448	255	75% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	85%	85%	88%	0%

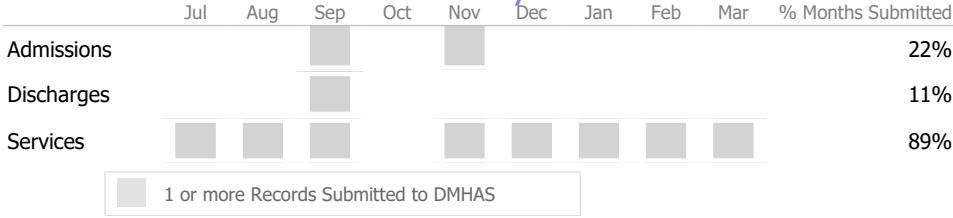
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		97%	96%
On-Time Periodic			
✓ 6 Month Updates		100%	83%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	-	-	
Service Hours	-	-	
Bed Days	151	-	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	92%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	80%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	85%	40% ▲
✓ Stable Living Situation		1	100%	85%	96%	15% ▲
● Employed		0	0%	25%	15%	-25% ▼

Service Utilization

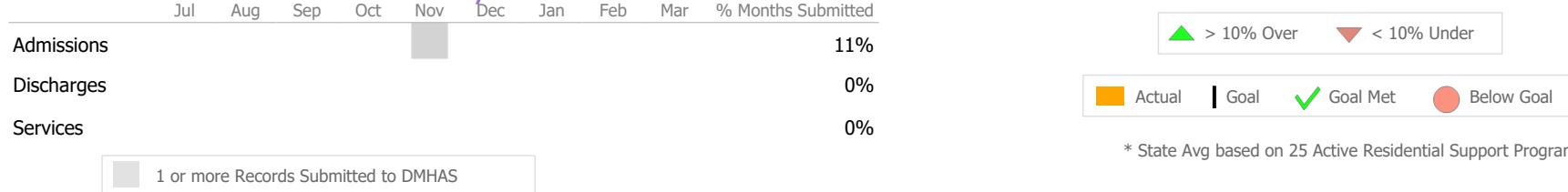
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	1	150 days	0.5	100%	90%	78%	10%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS by Month



* State Avg based on 25 Active Residential Support Programs

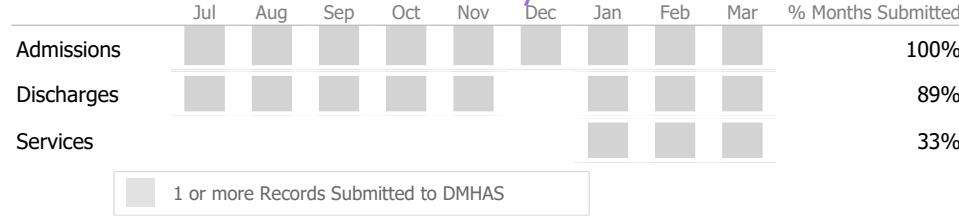
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42		
Admits	34	-	
Discharges	31	-	
Service Hours	19	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		29	91%	50%	94%	41% 

Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	2	-	
Discharges	-	3	-100% ▼
Service Hours	510	301	70% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	83%	85%	88%	-2%

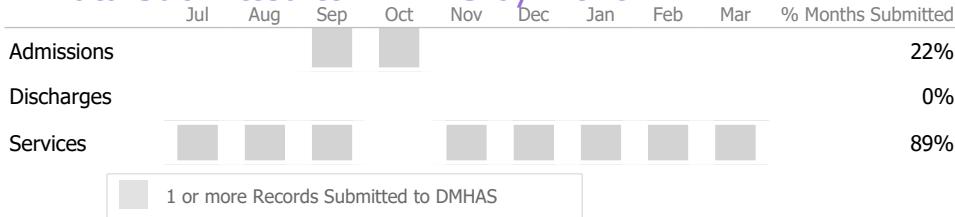
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		12	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic		
6 Month Updates	100%	83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs