

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	112	79	42% ▲
	Admits	64	39	64% ▲
	Discharges	49	35	40% ▲
	Service Hours	567	788	-28% ▼
	Bed Days	214	215	0%

▲ > 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	111	99.1%
	Residential Services	1	0.9%

### Client Demographics

Age	#	%	State Avg
18-25	4	4%	9%
26-34	21	19%	20%
35-44	30	27%	25%
45-54	21	19%	18%
55-64	28	25%	18%
65+	8	7%	9%

Gender	#	%	State Avg
Male	69	62%	60%
Female	43	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	94	84%	64% ▲
Hisp-Puerto Rican	10	9%	10%
Hispanic-Other	5	4%	11%
Unknown	3	3%	15% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	85	76%	58% ▲
Black/African American	20	18%	17%
Other	4	4%	12%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	9%
Am. Indian/Native Alaskan			1%
Asian			1%

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

Survey Data Not Available

## 2022 SNOFO Outreach

New London Homeless Hospitality Center

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

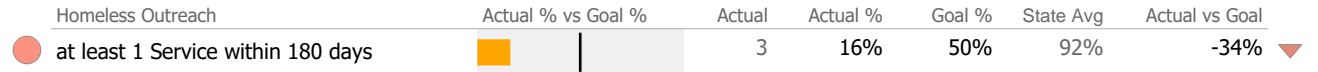
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

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

### Service Engagement



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 60 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	13	-23% ▼
Admits	-	1	-100% ▼
Discharges	3	3	0%
Service Hours	110	234	-53% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	70%	85%	85%	-15% ▼

### Service Utilization

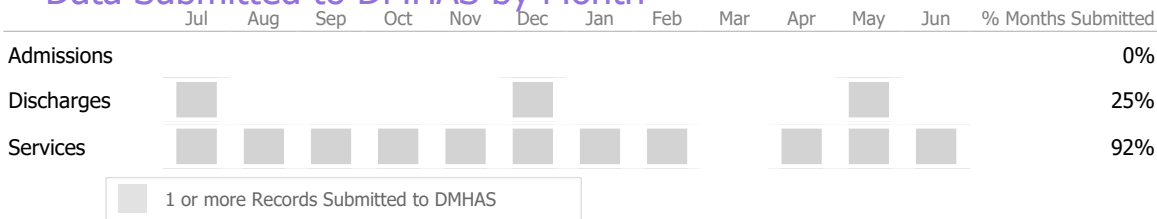
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 118 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	10	12	-17% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	197	217	-9%

### Recovery

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

### Service Utilization

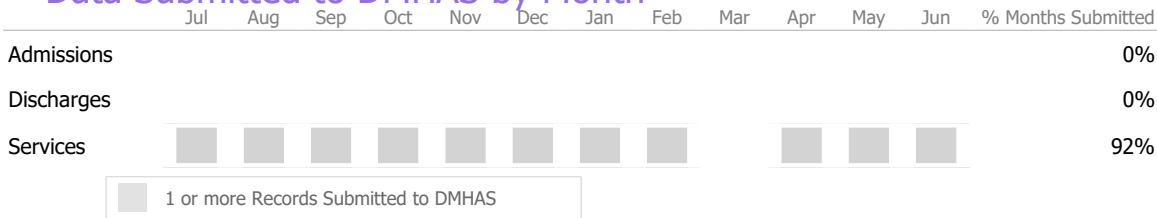
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

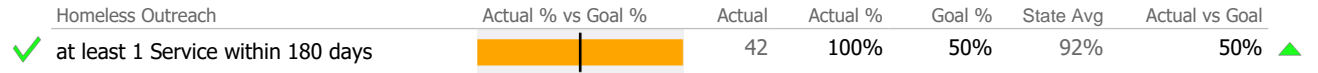
\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

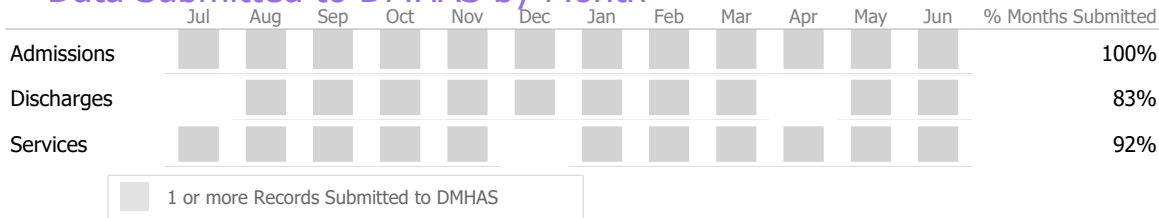
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	42	38% ▲
Admits	42	36	17% ▲
Discharges	43	29	48% ▲
Service Hours	21	18	17% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 60 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	3	-	
Discharges	2	1	100% ▲
Service Hours	239	320	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		11	79%	85%	85%	-6%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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