

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	76	57	33%	▲
	Admits	13	8	63%	▲
	Discharges	10	9	11%	▲
	Service Hours	185	167	10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	76	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	8%	Male	46	61%	58%
26-34	13	17%	18%	Female	30	39%	42%
35-44	16	21%	24%	Transgender/Other			0%
45-54	19	25%	18%				
55-64	19	25%	20%				
65+	8	11%	12%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	58	76%	64%	White/Caucasian	55	72%	59%
Hispanic-Other	8	11%	11%	Black/African American	13	17%	17%
Hisp-Puerto Rican	7	9%	10%	Other	6	8%	12%
Unknown	3	4%	14%	Multiple Races	1	1%	1%
Hispanic-Cuban		0%		Unknown	1	1%	9%
Hispanic-Mexican		1%		Am. Indian/Native Alaskan			1%
				Asian			1%
				Hawaiian/Other Pacific Islander			0%

■ 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21		
Admits	2	-	
Discharges	-	-	
Service Hours	1	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		1	50%	50%	80%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■		67%
Discharges				0%
Services	■			33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	10	-30%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	31	36	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	86%	6	86%	85%	84%	1%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	7	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic ✓ 6 Month Updates	100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	1	1	1	100%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	68	55	25% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	84%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		98%	98%
On-Time Periodic ✓ 6 Month Updates		100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	11	8	38% ▲
Discharges	10	8	25% ▲
Service Hours	6	4	38% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 100%;"><div style="width: 100%; background-color: #ff9900;"></div></div>	10	100%	50%	80%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	-	-	
Discharges	-	-	
Service Hours	79	73	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	92%	11	92%	85%	84%	7%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	12	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	98%
✓ On-Time Periodic 6 Month Updates	100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■	■	100%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

■ 1 or more Records Submitted to DMHAS