New Reach, Inc.
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024   (Data as of Mar 18, 2025)
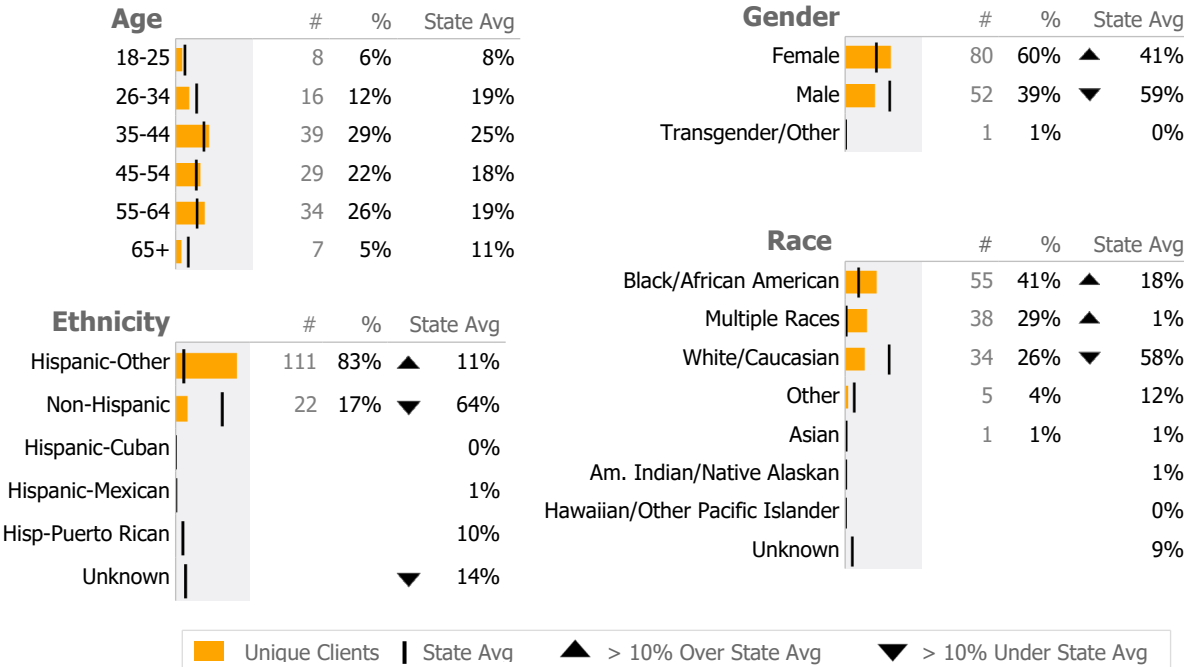
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	133	129	3%	
	Admits	23	35	-34%	▼
	Discharges	23	22	5%	
	Service Hours	943	999	-6%	

▲ > 10% Over 1 Yr Ago	▼ > 10% Under 1Yr Ago
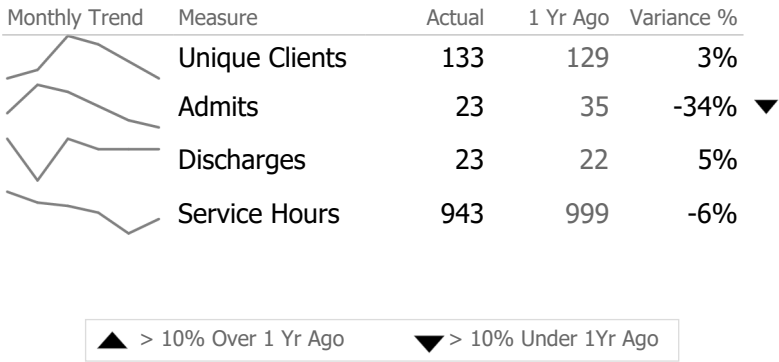
Consumer Satisfaction Survey   (Based on 34 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Outcome		91%	80%	83%

▬ Satisfied %		Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	● Under Goal
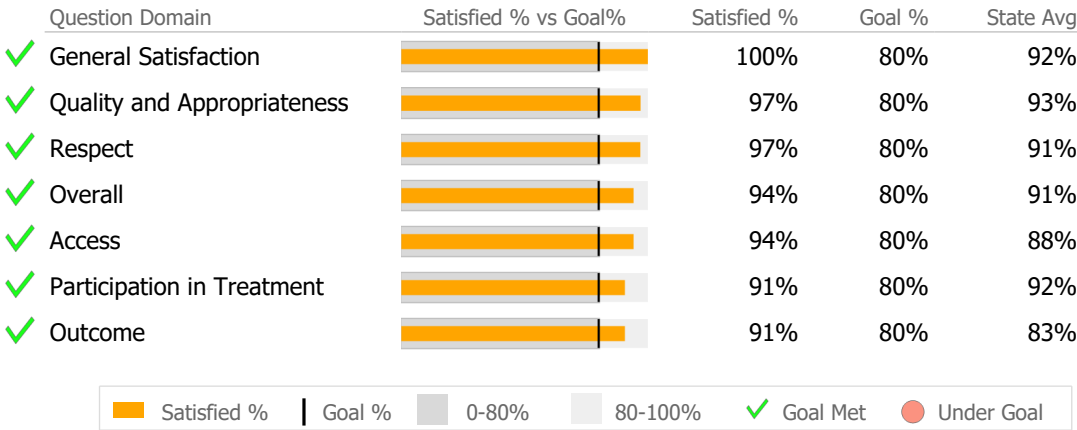
Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		133	100.0%

Client Demographics

Age

		#	%	State Avg
18-25		8	6%	8%
26-34		16	12%	19%
35-44		39	29%	25%
45-54		29	22%	18%
55-64		34	26%	19%
65+		7	5%	11%

Gender

		#	%		State Avg
Female		80	60%	▲	41%
Male		52	39%	▼	59%
Transgender/Other		1	1%		0%

Ethnicity

		#	%		State Avg
Hispanic-Other		111	83%	▲	11%
Non-Hispanic		22	17%	▼	64%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican					10%
Unknown				▼	14%

Race

		#	%		State Avg
Black/African American		55	41%	▲	18%
Multiple Races		38	29%	▲	1%
White/Caucasian		34	26%	▼	58%
Other		5	4%		12%
Asian		1	1%		1%
Am. Indian/Native Alaskan					1%
Hawaiian/Other Pacific Islander					0%
Unknown					9%

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

Ferry Street
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	4	-25%	▼
Admits	-	2	-100%	▼
Discharges	-	-		
Service Hours	27	10	162%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		3	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		3	100%	90%	89%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%
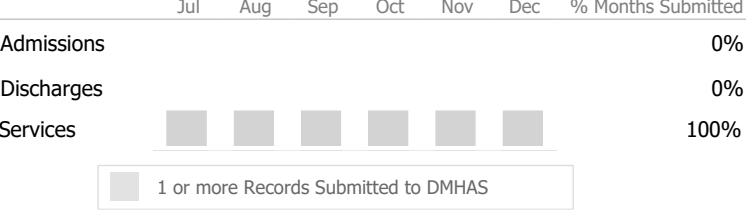
Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Geller Commons
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	18	-11%	▼
Admits	1	3	-67%	▼
Discharges	1	2	-50%	▼
Service Hours	84	177	-53%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	88%	85%	89%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		11	69%	90%	89%	-21% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges						▪	17%
Services	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

HUD BOS 72
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)
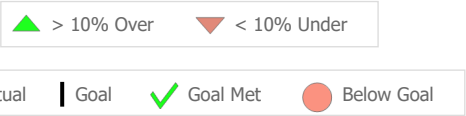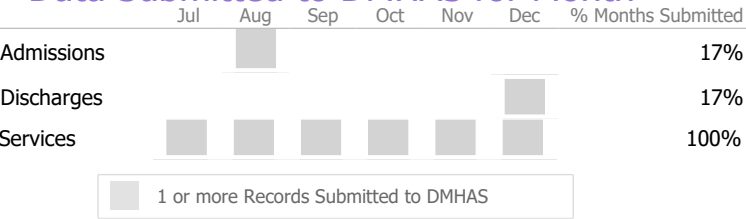
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	-	
Discharges	-	-	
Service Hours	36	114	-69% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	85%	83%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		4	67%	90%	88%	-23% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▢			17%
Discharges							0%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

New Reach CT0395 PSH
New Reach, Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)
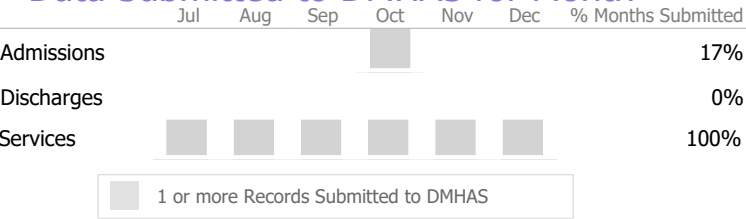
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	63%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	14%	-20% ▼
Social Support		N/A	N/A	60%	73%	-60% ▼
Stable Living Situation		N/A	N/A	80%	81%	-80% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	59%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	78%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

New Reach PSH HUD SNOFO
New Reach, Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17		
Admits	4	-	
Discharges	2	-	
Service Hours	142	-	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		1	50%	50%	63%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		14	82%	60%	73%	22% ▲
🔴	Employed		2	12%	20%	14%	-8%
🔴	Stable Living Situation		7	41%	80%	81%	-39% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	59%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	78%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							33%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Next Steps
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	1	-	
Service Hours	27	26	2%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		5	100%	85%	89%	15% ▲	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		2	40%	90%	89%	-50% ▼	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges					▮		17%
Services	▮	▮	▮	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

ODFC 0285
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)
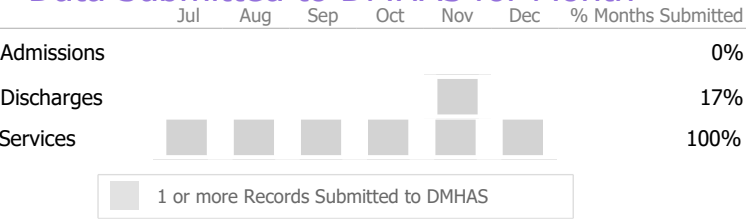
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	2	5	-60%	▼
Discharges	3	4	-25%	▼
Service Hours	71	131	-45%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	83%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		5	83%	90%	88%	-7%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		80%	80%

Data Submitted to DMHAS for Month
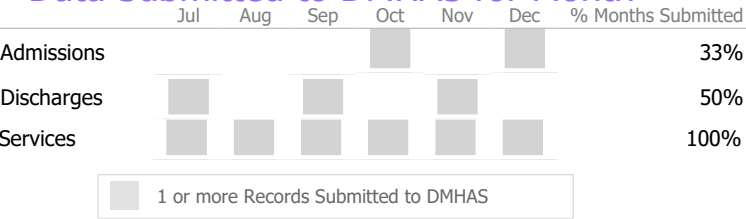
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪		▪	33%
Discharges	▪		▪		▪		50%
Services	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual		Goal	✓ Goal Met	🔴 Below Goal

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

ODFC 0328
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	2	2	0%	
Discharges	1	-		
Service Hours	101	81	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		6	75%	85%	83%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		7	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▉		▉			33%
Discharges					▉		17%
Services	▉	▉	▉	▉	▉	▉	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▇ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

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

ODFC 0329
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)
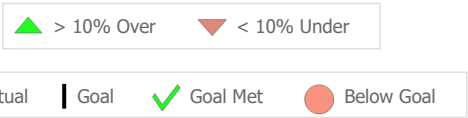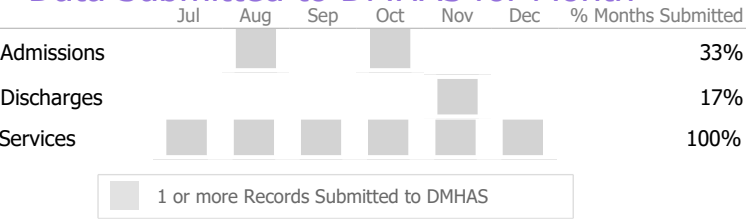
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	12	42%	▲
Admits	4	1	300%	▲
Discharges	2	3	-33%	▼
Service Hours	129	84	53%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		13	76%	85%	83%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		13	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		91%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪		▪		33%
Discharges		▪					17%
Services		▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal
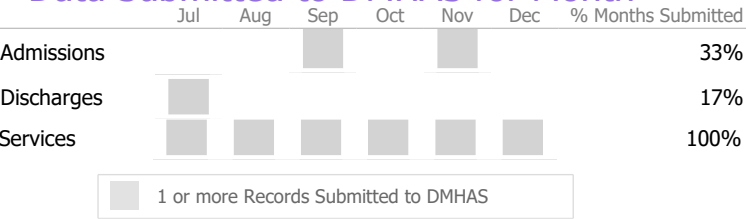
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Pilots Program
New Reach, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	27	15%	▲
Admits	2	-		
Discharges	4	-		
Service Hours	232	185	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	94%	85%	83%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		23	77%	90%	88%	-13% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪				33%
Discharges			▪			▪	33%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

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

Shelter Social Worker
New Reach, Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)
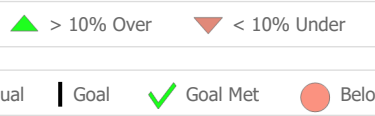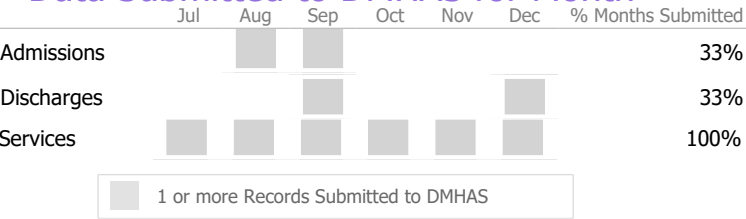
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	24	-58%	▼
Admits	3	20	-85%	▼
Discharges	6	10	-40%	▼
Service Hours	48	97	-50%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	17%	50%	63%	-33%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	90%	60%	73%	30%	▲
✓	Employed		2	20%	20%	14%	0%	
🔴	Stable Living Situation		0	0%	80%	81%	-80%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	67%	59%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		7	100%	90%	78%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges	▪		▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 25 Active Standard Case Management Programs

SOAR
New Reach, Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	4	2	100%	▲
Discharges	3	3	0%	
Service Hours	47	94	-50%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		4	100%	50%	91%	50%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢			50%
Discharges				▢			17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal
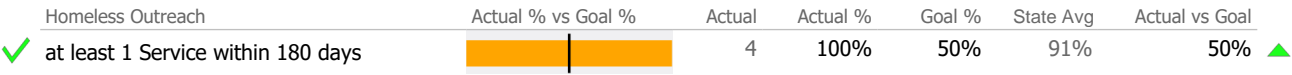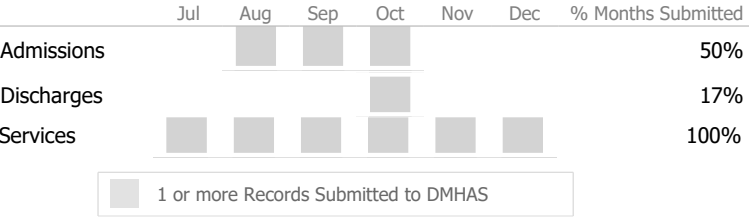
* State Avg based on 49 Active Outreach & Engagement Programs