

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	172	149	15%	▲
	Admits	60	50	20%	▲
	Discharges	38	35	9%	
	Service Hours	1,279	1,623	-21%	▼

▲ > 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% Goal %	100%	80%	92%
✓ Quality and Appropriateness	97% Goal %	97%	80%	93%
✓ Respect	97% Goal %	97%	80%	91%
✓ Overall	94% Goal %	94%	80%	91%
✓ Access	94% Goal %	94%	80%	88%
✓ Participation in Treatment	91% Goal %	91%	80%	92%
✓ Outcome	91% Goal %	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	172	100.0%

Age	#	%	State Avg
18-25	12	7%	8%
26-34	21	13%	19%
35-44	43	26%	25%
45-54	39	24%	18%
55-64	41	25%	18%
65+	9	5%	11%

Gender

Gender	#	%	State Avg
Female	99	58%	40%
Male	72	42%	59%
Transgender/Other	1	1%	0%

Client Demographics

Ethnicity	#	%	State Avg
Hispanic-Other	165	96%	11%
Non-Hispanic	7	4%	64%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Hisp-Puerto Rican		10%	
Unknown		14%	

Race

Race	#	%	State Avg
Black/African American	75	44%	17%
White/Caucasian	45	26%	58%
Multiple Races	43	25%	1%
Other	8	5%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	33	19	77% ▲

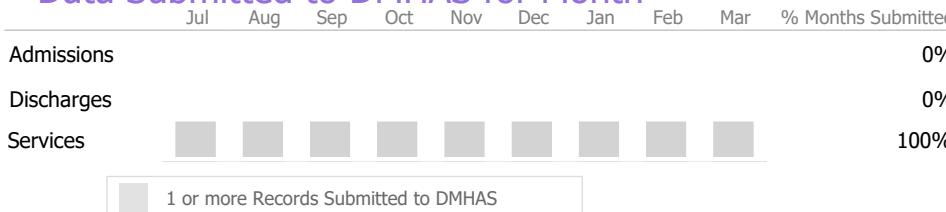
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	85%	88%	15% ▲
Service Utilization						
✓ Clients Receiving Services		3	100%	90%	92%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94% 98%
On-Time Periodic ✓ 6 Month Updates		100% 76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	18	-11%	▼
Admits	1	3	-67%	▼
Discharges	1	2	-50%	▼
Service Hours	102	288	-65%	▼

Recovery

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

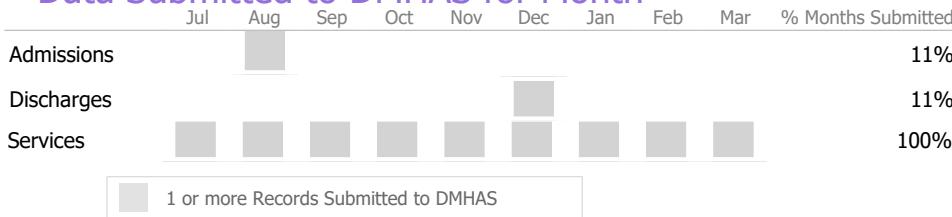
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	92%	-3%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		96%	98%
On-Time Periodic ✓ 6 Month Updates		100%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	51	159	-68% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	71%	85%	83%	-14% ▼

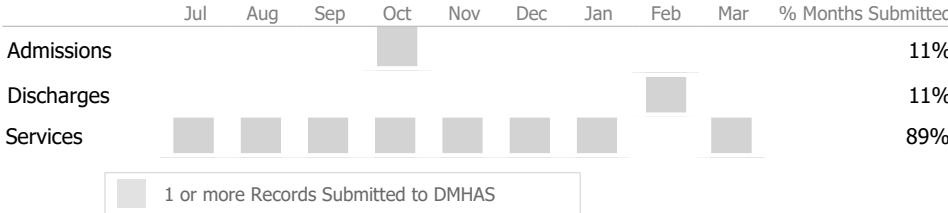
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		6	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	97%
On-Time Periodic 6 Month Updates	100%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	11	-	
Discharges	-	-	
Service Hours	5	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	1	9%	85%	88%	-76%	▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	3	27%	90%	92%	-63%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
On-Time Periodic		
6 Month Updates	N/A	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	9	111% ▲
Admits	5	9	-44% ▼
Discharges	2	-	
Service Hours	204	20	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	█	11	58%	85%	83%	-27% ▼

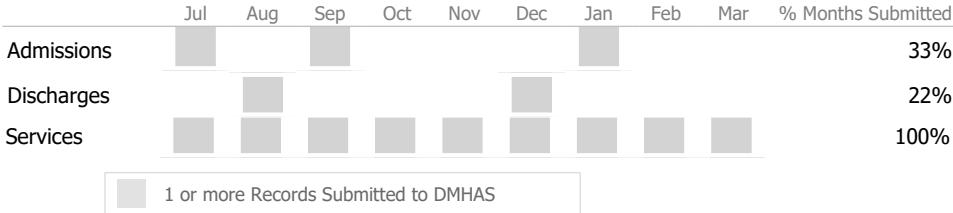
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	16	94%	90%	94%	4% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	█	87% ▲
On-Time Periodic 6 Month Updates	█	94% ▲

Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% Under
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	1	-		
Discharges	4	-		
Service Hours	43	40	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	88% (Met Goal)	7	88%	85%	88%	3%

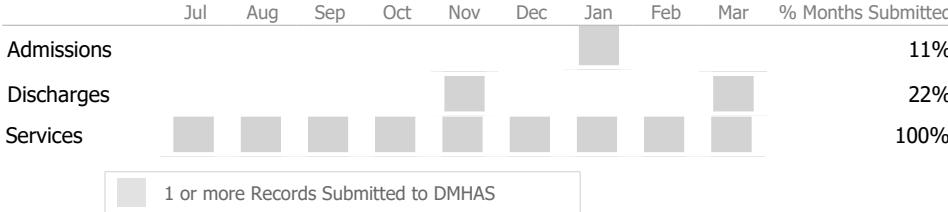
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	71% (Met Goal)	5	71%	90%	92%	-19% (Below Goal)

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic ✓ 6 Month Updates	100%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	13	46% ▲
Admits	11	5	120% ▲
Discharges	5	7	-29% ▼
Service Hours	106	167	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	79%	15	79%	85%	83%	-6%

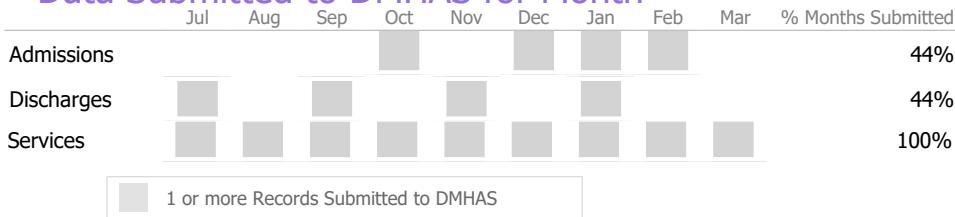
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	50%	7	50%	90%	94%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic 6 Month Updates	75%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	3	-33% ▼
Discharges	1	-	
Service Hours	121	158	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 88%;">88%</div>	7	88%	85%	83%	3%

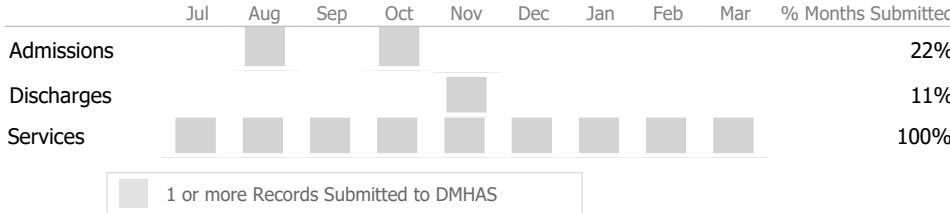
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;">100%</div>	7	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;">100%</div>	97%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 83%;">83%</div>	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	12	42%	▲
Admits	4	1	300%	▲
Discharges	3	3	0%	
Service Hours	172	111	55%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	82%	85%	83%	-3%

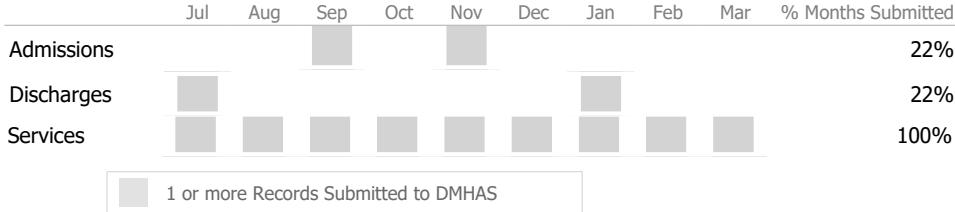
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		14	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic 6 Month Updates	100%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	30	17%	▲
Admits	3	-		
Discharges	7	-		
Service Hours	321	304	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	94% (Green)	33	94%	85%	83%	9%

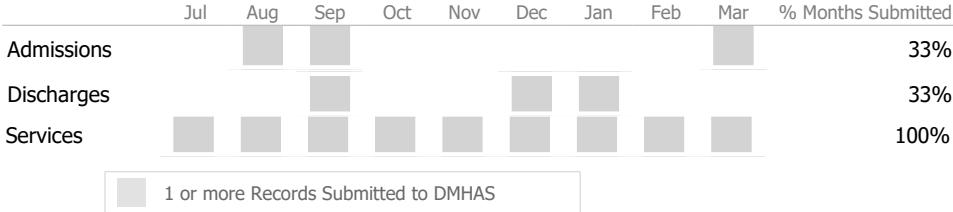
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	82% (Yellow)	23	82%	90%	94%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic ✓ 6 Month Updates	96%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	27	-19%	▼
Admits	16	23	-30%	▼
Discharges	10	14	-29%	▼
Service Hours	55	224	-75%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	62%

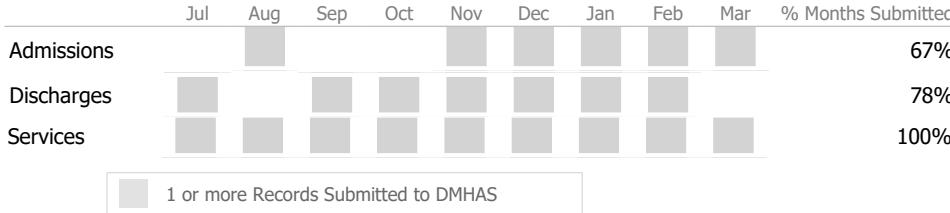
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	10%	1	10%	50%	59%	-40%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	65%	15	65%	60%	72%	5%
✓ Employed	22%	5	22%	20%	14%	2%
● Stable Living Situation	0%	0	0%	80%	79%	-80%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	46%	6	46%	90%	85%	-44%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

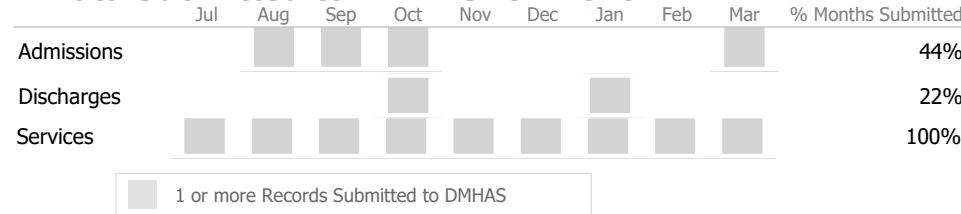
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	14	-14%	▼
Admits	5	4	25%	▲
Discharges	4	7	-43%	▼
Service Hours	65	133	-51%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	100%	50%	93%	50% 

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs