New Reach, Inc.

New Haven, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|--|----------------|--------|----------|------------|---|
| | Unique Clients | 198 | 161 | 23% | • |
| \sim | Admits | 88 | 66 | 33% | • |
| \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\ | Discharges | 54 | 47 | 15% | • |
| \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\ | Service Hours | 1,699 | 2,353 | -28% | • |



Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|--------|
| Mental Health | | | |
| | Case Management | 198 | 100.0% |

Consumer Satisfaction Survey (Based on 34 FY24 Surveys)



Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----------|---------|--------------|---------------------------------|---------|----------|--------------|
| 18-25 | 21 | 11% | 9% | Female | 118 | 60% | 40% |
| 26-34 | 23 | 12% | 19% | Male 📙 | 79 | 40% | ▼ 60% |
| 35-44 | 48 | 24% | 26% | Transgender/Other | 1 | 1% | 0% |
| 45-54 | 44 | 22% | 18% | | | | |
| 55-64 | 52 | 26% | 18% | | | | |
| 65+ | 10 | 5% | 10% | Race | # | % | State Avg |
| | | | | Black/African American | 78 | 39% | ▲ 18% |
| Ethnicity | # | % | State Avg | White/Caucasian | 59 | 30% | ▼ 58% |
| Hispanic-Other | 193 | 97% | 12 % | Multiple Races | 52 | 26% | 1 % |
| Non-Hispanic | 5 | 3% | ▼ 64% | Other | 8 | 4% | 12% |
| Hispanic-Cuban | | | 0% | Asian | 1 | 1% | 1% |
| Hispanic-Mexican | | | 1% | Am. Indian/Native Alaskan | | | 1% |
| | | | | Hawaiian/Other Pacific Islander | | | 0% |
| Hisp-Puerto Rican | | | 10% | Unknown | | | 10% |
| Unknown | | | ▼ 14% | • | | | |
| | Unique C | Clients | State Avg | ▲ > 10% Over State Avg | > 10% U | Inder St | tate 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|--------------|
| Unique Clients | 3 | 4 | -25% | lacktriangle |
| Admits | - | 2 | -100% | • |
| Discharges | - | 1 | -100% | • |
| Service Hours | 42 | 34 | 25% | • |

Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| / | Stable Living Situation | | 3 | 100% | 85% | 86% | 15% | |
| | 6 | | | | | | | |

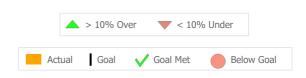
Service Utilization



Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|----------------|
| Valid NOMS Data | 90 | 6% 98% |
| On-Time Periodic | Ac | tual State Avg |
| 6 Month Updates | 100 | 0% 78% |





^{*} State Avg based on 69 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

Goal %

State Avg

Actual vs Goal

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Actual %

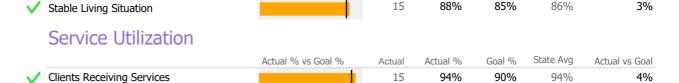
Actual

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 17 | 18 | -6% | |
| Admits | 2 | 3 | -33% | • |
| Discharges | 1 | 3 | -67% | • |
| Service Hours | 120 | 376 | -68% | • |

Recovery

National Recovery Measures (NOMS)

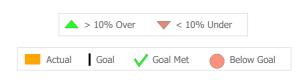


Actual % vs Goal %

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| Valid NOMS Data | 96% | 98% |
| On-Time Periodic | Actual | State Avg |
| √ 6 Month Updates | 100% | 78% |





^{*} State Avg based on 69 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 7 | 0% |
| Admits | 1 | - | |
| Discharges | 1 | 1 | 0% |
| Service Hours | 64 | 202 | -68% 🔻 |

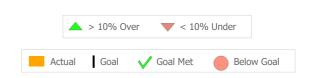
Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | Stable Living Situation | | 5 | 71% | 85% | 86% | -14% |
| | Service Utilization | | | | | | |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| V | Clients Receiving Services | | 6 | 100% | 90% | 96% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| Valid NOMS Data | 84% | 97% |
| On-Time Periodic | Actual | State Avg |
| √ 6 Month Updates | 100% | 83% |





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

New Reach CT0395 PSH

New Reach, Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Goal %

State Avg

Actual vs Goal

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Actual %

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 23 | | |
| Admits | 23 | - | |
| Discharges | - | - | |
| Service Hours | 89 | _ | |

Recovery

National Recovery Measures (NOMS)

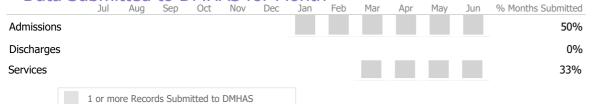
| Stable Living Situation | | 1 | 4% | 85% | 86% | -81% |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Service Utilization | | | | | | |
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Clients Receiving Services | | 22 | 96% | 90% | 94% | 6% |

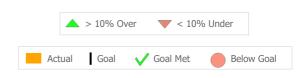
Actual

Actual % vs Goal %

Data Submission Quality

| Data Entry | Acti | ual St | ate Avg |
|------------------|------|--------|-----------|
| Valid NOMS Data | | 94% | 98% |
| On-Time Periodic | | Actual | State Avg |
| 6 Month Updates | | N/A | 78% |





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

New Reach PSH HUD SNOFO

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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 20 | 14 | 43% | • |
| Admits | 6 | 14 | -57% | • |
| Discharges | 1 | - | | |
| Service Hours | 239 | 97 | 147% | • |

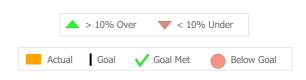
Recovery

| / | Clients Receiving Services | | 18 | 95% | 90% | 96% | 5% | |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| | Service Utilization | | | | | | | |
| | Stable Living Situation | | 14 | 70% | 85% | 86% | -15% | _ |
| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|----------------|
| Valid NOMS Data | 88 | 3% 97% |
| On-Time Periodic | Act | tual State Avg |
| 6 Month Updates | 94 | 1% 83% |





^{*} State Avg based on 119 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 8 | 7 | 14% 🔺 |
| Admits | 1 | - | |
| Discharges | 4 | - | |
| Service Hours | 59 | 55 | 9% |

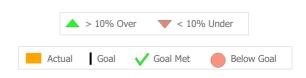
Recovery



Data Submission Quality

| Data Entry | Actual S | State Avg |
|------------------|----------|-----------|
| Valid NOMS Data | 95% | 98% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 78% |





^{*} State Avg based on 69 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 17 | 15 | 13% | • |
| Admits | 9 | 7 | 29% | • |
| Discharges | 5 | 7 | -29% | • |
| Service Hours | 169 | 215 | -21% | • |

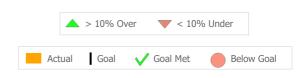
Recovery

| / | Clients Receiving Services | | 12 | 100% | 90% | 96% | 10% | |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| | Service Utilization | | | | | | | |
| | Stable Living Situation | | 10 | 59% | 85% | 86% | -26% | _ |
| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 95% | 97% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 83% |





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

ODFC 0328

New Reach, Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

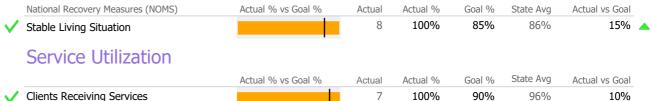
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

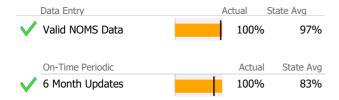
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 8 | 8 | 0% | |
| Admits | 2 | 3 | -33% | • |
| Discharges | 1 | 2 | -50% | • |
| Service Hours | 135 | 251 | -46% | • |

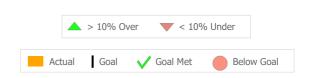
Recovery



Data Submission Quality







^{*} State Avg based on 119 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 17 | 16 | 6% | |
| Admits | 4 | 5 | -20% | • |
| Discharges | 5 | 3 | 67% | • |
| Service Hours | 219 | 193 | 13% | • |

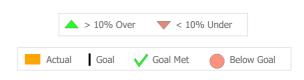
Recovery

| / | Clients Receiving Services | | 12 | 100% | 90% | 96% | 10% | |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| | Service Utilization | | | | | | | |
| | Stable Living Situation | | 12 | 71% | 85% | 86% | -14% | _ |
| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 94% | 97% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 83% |





^{*} State Avg based on 119 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 35 | 31 | 13% | • |
| Admits | 4 | 2 | 100% | • |
| Discharges | 11 | - | | |
| Service Hours | 426 | 451 | -6% | |

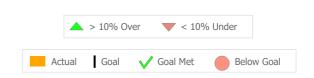
Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
| V | Stable Living Situation | | 34 | 97% | 85% | 86% | 12% | _ |
| | Service Utilization | | | | | | | |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| V | Clients Receiving Services | | 24 | 100% | 90% | 96% | 10% | |

Data Submission Quality

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





^{*} State Avg based on 119 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 - June 2025 (Data as of Sep 09, 2025)

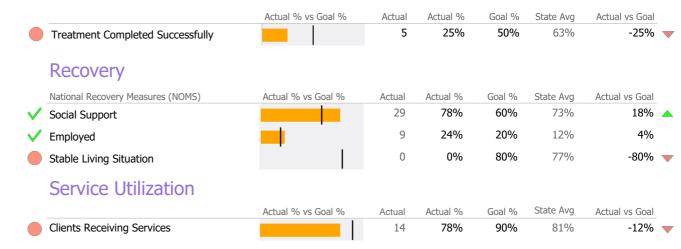
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 36 | 30 | 20% | • |
| Admits | 30 | 26 | 15% | • |
| Discharges | 20 | 23 | -13% | • |
| Service Hours | 58 | 321 | -82% | • |

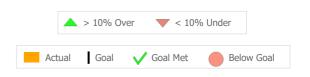
Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 62% |

Discharge Outcomes



| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | | | | 75% |
| Discharges | | | | | | | | | | | | | 75% |
| Services | | | | | | | | | | | | | 100% |
| | 1 or mo | ore Reco | rds Subn | nitted to | DMHAS | | | | | | | | |



^{*} State Avg based on 22 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 - June 2025 (Data as of Sep 09, 2025)

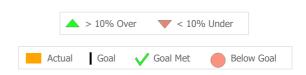
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|---------------|--|
| Unique Clients | 12 | 13 | -8% | |
| Admits | 6 | 4 | 50% 🔺 | |
| Discharges | 5 | 7 | -29% ▼ | |
| Service Hours | 79 | 159 | -50% 🔻 | |

Service Engagement







^{*} State Avg based on 53 Active Outreach & Engagement Programs