

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	169	130	30% ▲
↗	Admits	21	16	31% ▲
↗	Discharges	15	13	15% ▲
↘	Service Hours	513	534	-4%

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

Consumer Satisfaction Survey

(Based on 43 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	95% 80%	95%	80%	91%
✓ Quality and Appropriateness	93% 80%	93%	80%	93%
✓ General Satisfaction	91% 80%	91%	80%	92%
✓ Overall	91% 80%	91%	80%	91%
✓ Access	88% 80%	88%	80%	88%
✓ Participation in Treatment	88% 80%	88%	80%	92%
● Outcome	73% 80%	73%	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	169	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	12	7%	9%	Female	100	59%	41%
26-34	23	14%	18%	Male	69	41%	58%
35-44	46	27%	25%	Transgender/Other			0%
45-54	36	21%	18%				
55-64	44	26%	19%				
65+	8	5%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hispanic-Other	168	99%	12%	Black/African American	67	40%	17%
Non-Hispanic	1	1%	64%	White/Caucasian	51	30%	59%
Hispanic-Cuban			0%	Multiple Races	42	25%	1%
Hispanic-Mexican			1%	Other	8	5%	12%
Hisp-Puerto Rican			10%	Asian	1	1%	1%
Unknown			13%	Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	10	13	-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% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		100%	99%
On-Time Periodic 6 Month Updates		100%	83%

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 69 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	18	39	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	14	88%	85%	86%	3%	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	15	94%	90%	94%	4%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	93%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	12	14	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	67%	85%	85%	-18% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26		
Admits	2	-	
Discharges	1	-	
Service Hours	97	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	35%	85%	86%	-50% 

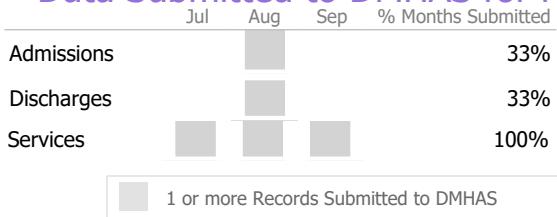
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		22	92%	90%	94%	2% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 97%	99%
On-Time Periodic		
6 Month Updates	 100%	83%

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	17	18	-6%
Admits	-	4	-100% 
Discharges	-	1	-100% 
Service Hours	37	74	-51% 

Recovery

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		16	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		88% 96%

On-Time Periodic	Actual	State Avg
6 Month Updates		94% 81%

Data Submitted to DMHAS for Month

Jul Aug Sep % 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 120 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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	7	-43% 
Admits	-	-	
Discharges	-	-	
Service Hours	26	15	73% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	86%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	94%	10% 

Data Submission Quality

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

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 69 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	8	75%	▲
Admits	2	-		
Discharges	2	2	0%	
Service Hours	76	38	101%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	71%	85%	85%	-14% ▼

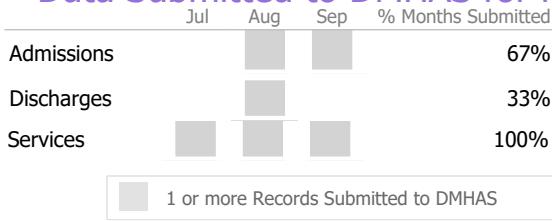
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
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 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	1	1	0%	
Discharges	1	-		
Service Hours	20	66	-70%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	85%	15% ▲

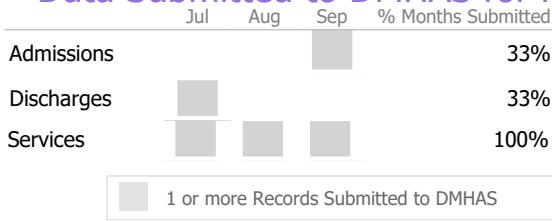
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	7	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
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 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% ▼
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	60	83	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	11	85%	85%	85%	0%

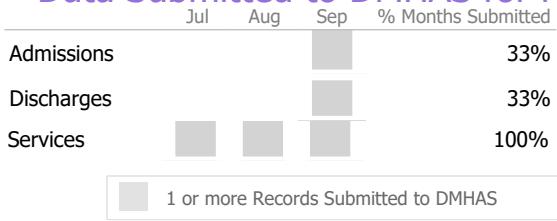
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	12	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	33	-21% ▼
Admits	2	2	0%
Discharges	-	5	-100% ▼
Service Hours	84	123	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	26	26	100%	85%	85%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	24	24	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	33%			
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 120 Active Supportive Housing – Scattered Site Programs

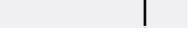
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	10	170%	▲
Admits	10	3	233%	▲
Discharges	9	3	200%	▲
Service Hours	2	32	-95%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	40%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	44%	50%	70%	-6%
Recovery						
✓ Social Support		25	93%	60%	66%	33% ▲
✓ Employed		9	33%	20%	12%	13% ▲
Self Help		0	0%	N/A	35%	N/A
● Stable Living Situation		0	0%	80%	71%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	76%	90%	80%	-14% ▼

Data Submitted to DMHAS for Month

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 22 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	3	3	0%	
Discharges	1	-		
Service Hours	73	40	84%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Outreach & Engagement Programs