

Reporting Period: July 2025 -September 2025 (Data as of Dec 15, 2025)

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%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Overall		91%	80%	91%
✓ Access		88%	80%	88%
✓ Participation in Treatment		88%	80%	92%
● Outcome		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
18-25	12	7%	9%
26-34	23	14%	18%
35-44	46	27%	25%
45-54	36	21%	18%
55-64	44	26%	19%
65+	8	5%	11%

Gender	#	%	State Avg
Female	100	59%	41% ▲
Male	69	41%	58% ▼
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hispanic-Other	168	99%	12% ▲
Non-Hispanic	1	1%	64% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			13% ▼

Race	#	%	State Avg
Black/African American	67	40%	17% ▲
White/Caucasian	51	30%	59% ▼
Multiple Races	42	25%	1% ▲
Other	8	5%	12%
Asian	1	1%	1%
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% ▼

Data Submission Quality

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	3	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	3	100%	90%	94%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS



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

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	<div></div>	14	88%	85%	86%	3%

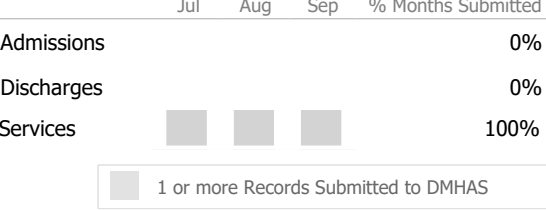
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	15	94%	90%	94%	4%

Data Submission Quality

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

Data Submitted to DMHAS for Month



* 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% ▼

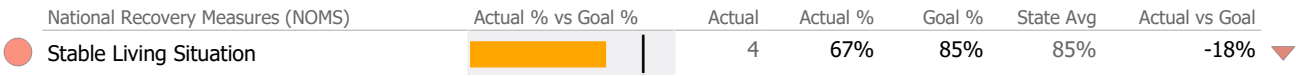
Data Submission Quality

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

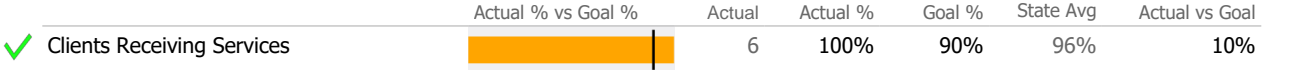
Data Submitted to DMHAS for Month



Recovery



Service Utilization



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

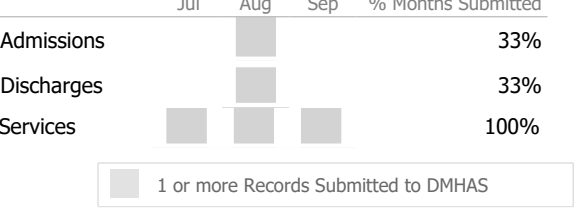
Program Activity

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

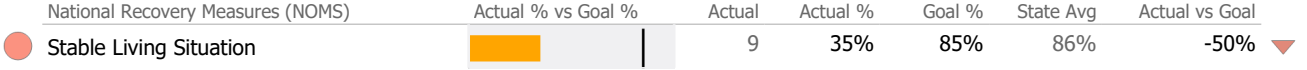
Data Submission Quality

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

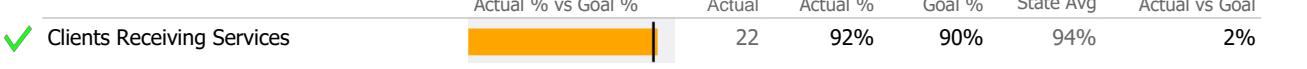
Data Submitted to DMHAS for Month



Recovery



Service Utilization



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

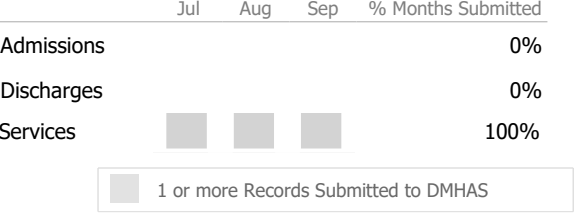
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	-	4	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	37	74	-51% ▼

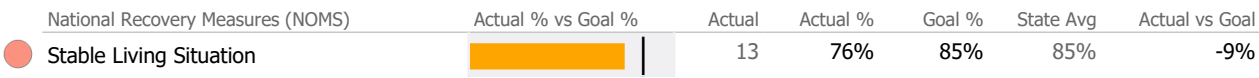
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	81%

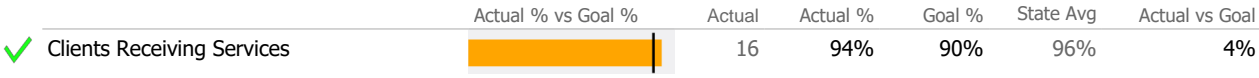
Data Submitted to DMHAS for Month



Recovery



Service Utilization



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

Next Steps

New Reach, Inc.

Mental Health - Case Management - Supportive Housing – Development

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	<div></div>	4	100%	85%	86%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	4	100%	90%	94%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month



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

Program Activity

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

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

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges		■		33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	12	100%	90%	96%	10%

▲ > 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	<div><div></div></div>	8	100%	85%	85%	15% ▲

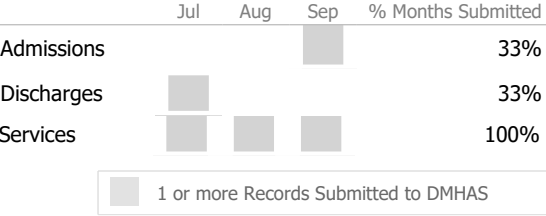
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	7	100%	90%	96%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month



* 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	<div><div></div></div>	11	85%	85%	85%	0%

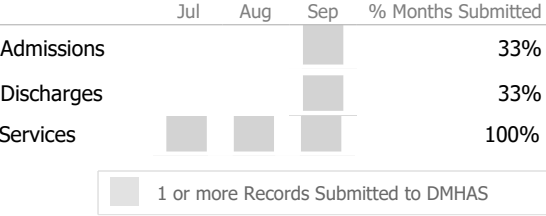
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	12	100%	90%	96%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month



* State Avg based on 120 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 2025 - September 2025 (Data as of Dec 15, 2025)

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	<div></div>	26	100%	85%	85%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	24	100%	90%	96%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month



* 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	<div><div></div></div>	4	44%	50%	70%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	25	93%	60%	66%	33% ▲
Employed	<div><div></div></div>	9	33%	20%	12%	13% ▲
Self Help	<div><div></div></div>	0	0%	N/A	35%	N/A
Stable Living Situation	<div><div></div></div>	0	0%	80%	71%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	13	76%	90%	80%	-14% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	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	<div><div></div></div>	3	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>		<div></div>	67%
Discharges			<div></div>	33%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 53 Active Outreach & Engagement Programs