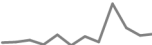
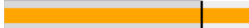
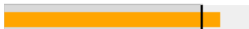


Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	137	156	-12%	▼
	Admits	47	85	-45%	▼
	Discharges	47	73	-36%	▼
	Service Hours	816	964	-15%	▼

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

Consumer Satisfaction Survey (Based on 8 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Outcome		100%	80%	83%
✓ Participation in Treatment		88%	80%	92%
✓ General Satisfaction		88%	80%	92%
✓ Overall		88%	80%	91%
✓ Access		88%	80%	88%
● Quality and Appropriateness		71%	80%	93%

 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	137	100.0%

Client Demographics

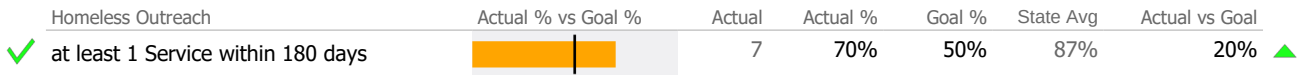
Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	3	2%	9%	Male	91	66%	60%
26-34	18	13%	18%	Female	46	34%	39%
35-44	39	29%	26%	Transgender/Other			0%
45-54	23	17%	19%				
55-64	40	29%	▲ 18%				
65+	13	10%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	65	47%	▼ 63%	White/Caucasian	92	67%	58%
Hispanic-Other	61	45%	▲ 12%	Black/African American	20	15%	18%
Hisp-Puerto Rican	7	5%	10%	Multiple Races	13	9%	1%
Unknown	4	3%	▼ 14%	Other	9	7%	12%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Mexican			1%	Asian	1	1%	1%
				Unknown	1	1%	9%
				Hawaiian/Other Pacific Islander			0%

 Unique Clients |  State Avg  > 10% Over State Avg  > 10% Under State Avg

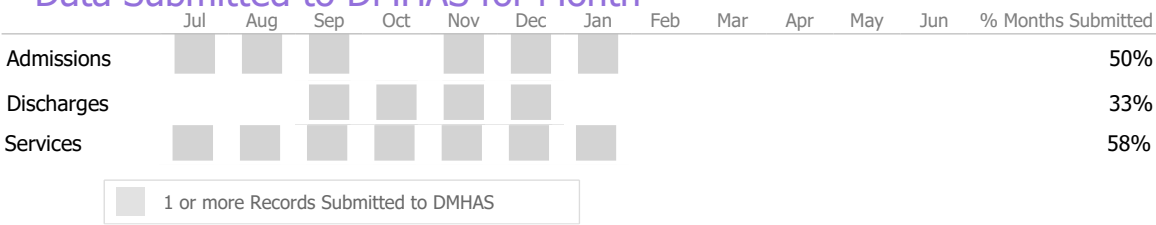
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	87	-23%	▼
Admits	10	52	-81%	▼
Discharges	11	33	-67%	▼
Service Hours	62	287	-79%	▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	146	123	18%	▲

Recovery

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

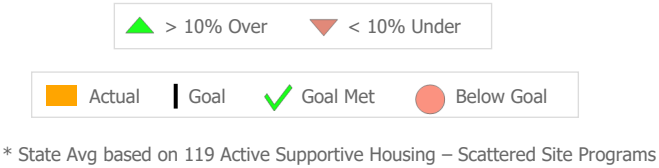
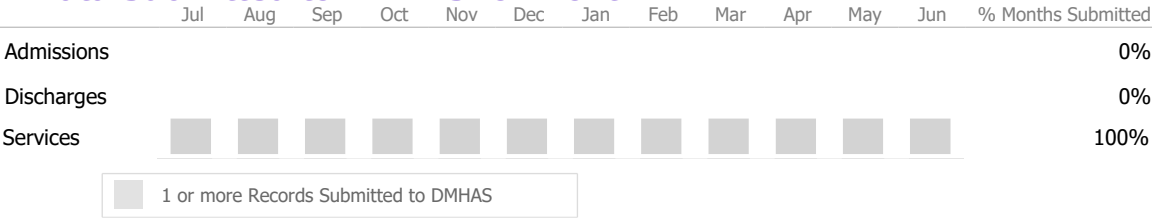
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	100%	79%

Data Submitted to DMHAS for Month



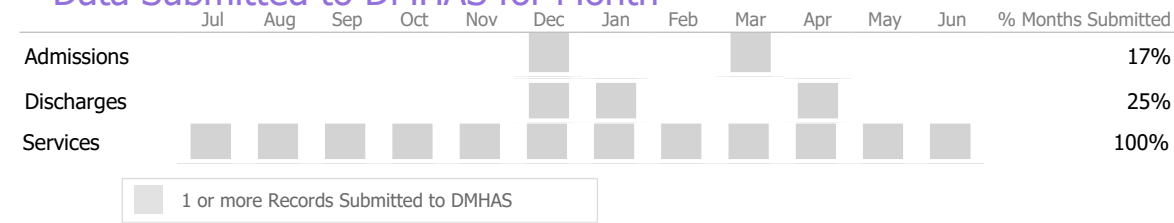
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	2	1	100% ▲
Discharges	4	1	300% ▲
Service Hours	240	213	13% ▲

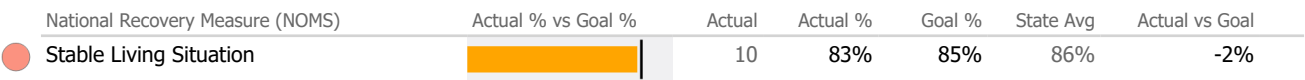
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	79%

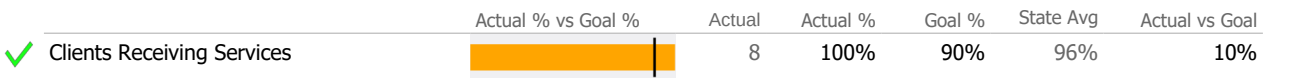
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

New London Homeless Hospitality Center

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - June 2026

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		16	48%	50%	87%	-2%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													58%
Services													75%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	351	294	20% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		11	85%	85%	86%	0%

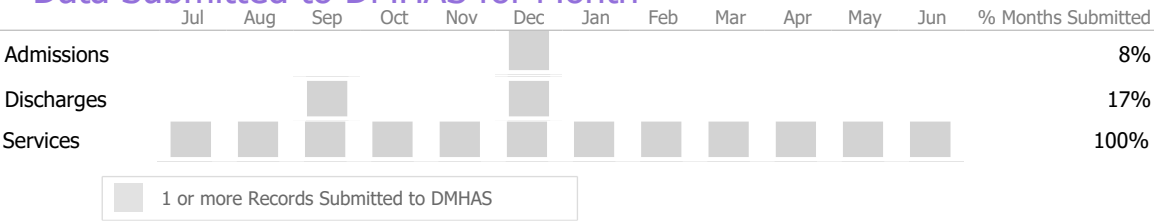
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	100%	79%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

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