New London Homeless Hospitality Center
New London, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	38	38	0%
	Admits	4	3	33% ▲
	Discharges	1	4	-75% ▼
	Service Hours	1,267	1,207	5%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	38	100.0%

Client Demographics

Age	#	%	State Avg
18-25			▼ 11%
26-34	5	13%	23%
35-44	7	18%	22%
45-54	16	42%	▲ 20%
55-64	9	24%	18%
65+	1	3%	6%

Gender	#	%	State Avg
Male	27	71%	▲ 60%
Female	11	29%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	30	79%	70%
Hisp-Puerto Rican	7	18%	12%
Unknown	1	3%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			8%

Race	#	%	State Avg
White/Caucasian	32	84%	▲ 62%
Black/African American	3	8%	17%
Other	2	5%	13%
Multiple Races	1	3%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

Survey Data Not Available

BOS 193 Units New London
New London Homeless Hospitality Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	11	9%	
Admits	1	-		
Discharges	-	1	-100%	▼
Service Hours	459	353	30%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		11	92%	85%	89%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		10	83%	90%	96%	-7%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	97%	90%

	On-Time Periodic	Actual	State Avg
●	6 Month Updates	73%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■						11%
Discharges										0%
Services	■	■		■	■	■	■	■		78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

FUSE - 19 Jay St
New London Homeless Hospitality Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	13	-8%	
Admits	1	3	-67%	▼
Discharges	-	1	-100%	▼
Service Hours	360	285	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	75%	85%	89%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	96%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					■					11%
Discharges										0%
Services	■	■		■	■	■	■	■		78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Social Innovation Fund
New London Homeless Hospitality Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	448	570	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	89%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	96%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	91%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								■		11%
Discharges					■					11%
Services	■	■		■	■	■	■	■		78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs