

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	48	37	30%	▲
	Admits	14	6	133%	▲
	Discharges	7	3	133%	▲
	Service Hours	863	1,529	-44%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	48	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	2%	10%
26-34	5	10%	22%
35-44	15	31%	23%
45-54	13	27%	19%
55-64	10	21%	18%
65+	4	8%	7%

Ethnicity	#	%	State Avg
Non-Hispanic	39	81%	68%
Hisp-Puerto Rican	8	17%	11%
Unknown	1	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%

Gender	#	%	State Avg
Male	36	75%	59%
Female	12	25%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	36	75%	61%
Black/African American	8	17%	17%
Other	2	4%	13%
Asian	1	2%	1%
Multiple Races	1	2%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	1	0%
Discharges	1	-	
Service Hours	174	531	-67% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	89%	15% ▲

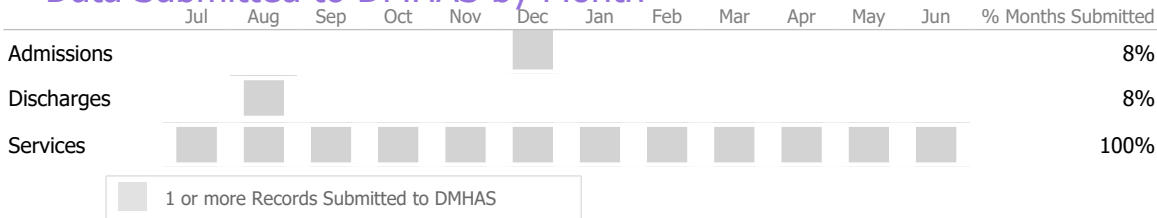
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	97%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	-	3	-100% ▼
Discharges	2	2	0%
Service Hours	349	453	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		10	83%	85%	89%	-2%

Service Utilization

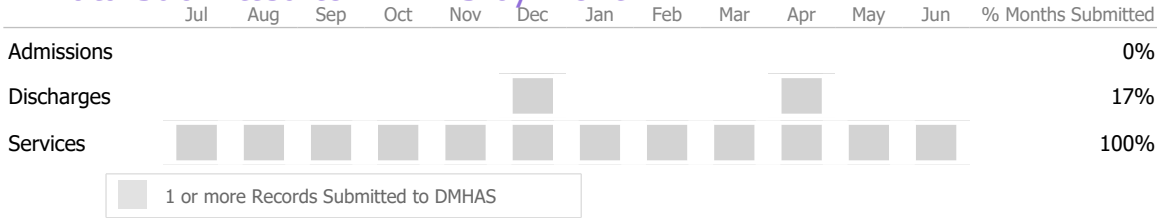
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

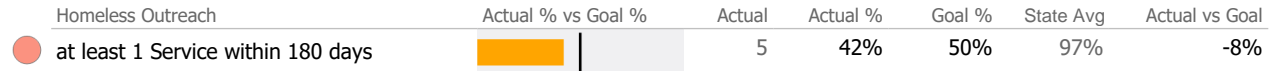
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

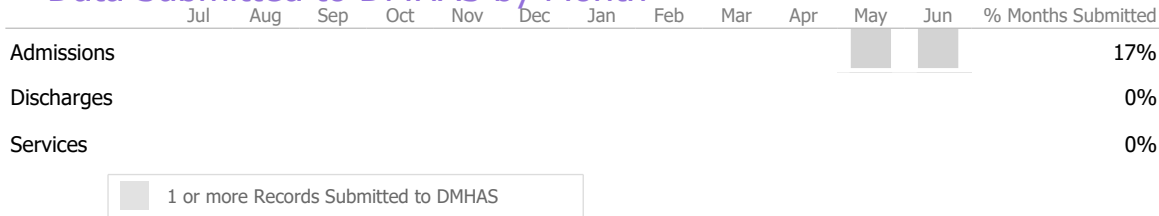
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 46 Active Outreach & Engagement Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	2	-50% ▼
Discharges	4	1	300% ▲
Service Hours	340	545	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	89%	15% ▲

Service Utilization

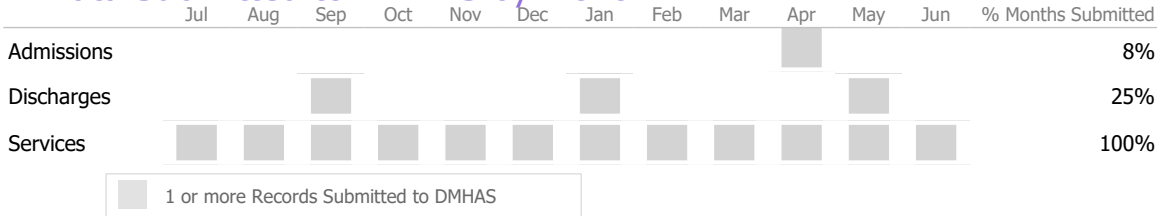
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	97%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.