

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	86	102	-16%
	Admits	33	28	18%
	Discharges	31	46	-33%
	Service Hours	784	1,091	-28%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		100%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		89%	80%	91%
● Outcome		78%	80%	83%
● Recovery		67%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		86	100.0%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	9	10%	10%
26-34	15	17%	22%
35-44	15	17%	23%
45-54	16	19%	18%
55-64	19	22%	18%
65+	12	14%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	54	63%	68%
Hispanic-Other	17	20%	9%
Hisp-Puerto Rican	14	16%	11%
Unknown	1	1%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Gender	#	%	State Avg
Female	43	51%	41%
Male	41	49%	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	46	53%	61%
Black/African American	28	33%	17%
Other	9	10%	13%
Am. Indian/Native Alaskan	2	2%	0%
Multiple Races	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

570 State Street Program 552

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	2	3	-33% ▼
Discharges	3	3	0%
Service Hours	166	384	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	100%	85%	95%	15%	▲

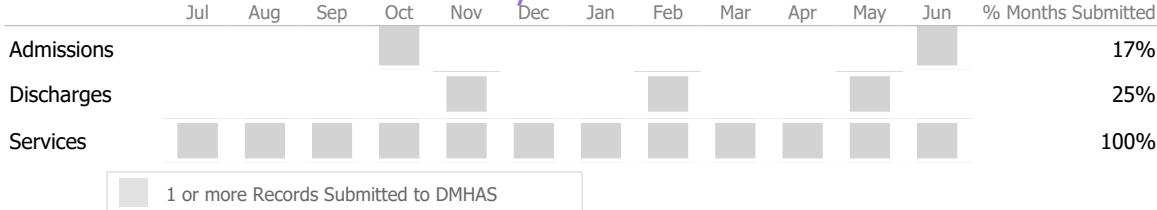
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	8	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	62	69	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	95%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	8	100%	90%	98%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month



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Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	5	1	400% ▲
Discharges	4	5	-20% ▼
Service Hours	282	232	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	19	100%	85%	87%	15% ▲

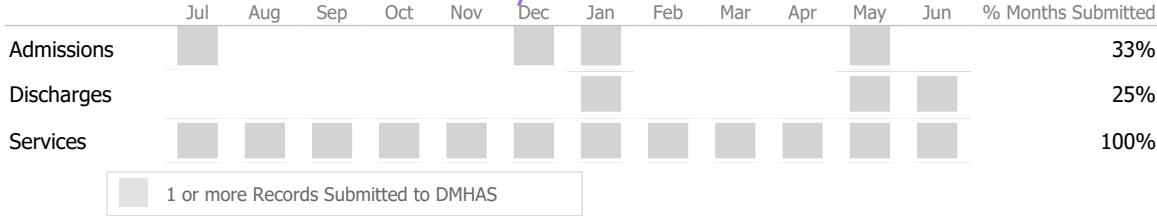
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	15	100%	90%	97%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	7	43%	▲
Admits	3	-		
Discharges	3	-		
Service Hours	79	63	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	10	100%	85%	95%	15%

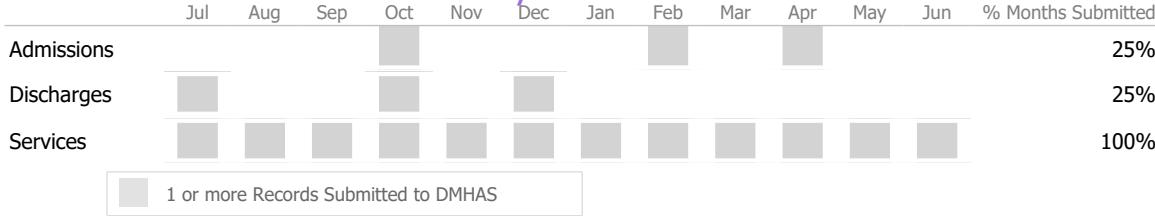
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	7	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month



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Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	4	-	
Service Hours	47	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	87%	15% 

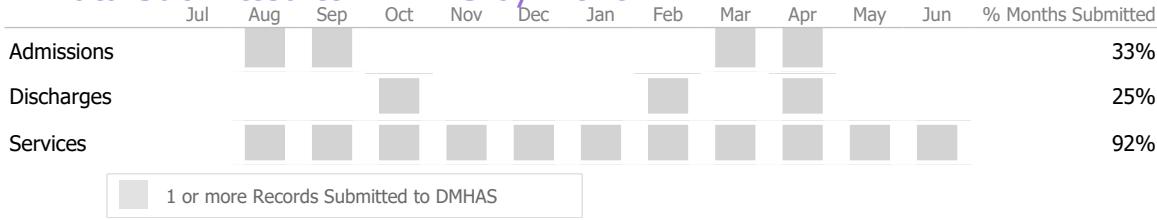
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	97%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A
		85%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	48	-44%	▼
Admits	15	24	-38%	▼
Discharges	17	36	-53%	▼
Service Hours	110	314	-65%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	78%	21	85%	87%	-7%	

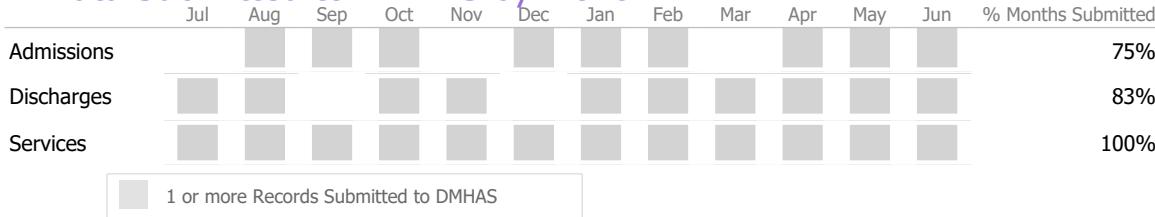
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	100%	10	90%	97%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	85%

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■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	38	28	36%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	87%	15% ▲

Service Utilization

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Data Submission Quality

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✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	85%

Data Submitted to DMHAS by Month



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Actual Goal ✓ Goal Met ● Below Goal

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