

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	59	54	9%
	Admits	6	7	-14% ▼
	Discharges	6	4	50% ▲
	Service Hours	764	558	37% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	59	100.0%

### Consumer Satisfaction Survey

(Based on 1 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Quality and Appropriateness		0%	80%	93%
Participation in Treatment		0%	80%	92%
General Satisfaction		0%	80%	92%
Overall		0%	80%	91%
Respect		0%	80%	91%
Access		0%	80%	88%
Outcome		0%	80%	83%
Recovery		0%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	2	3%	9%
26-34	8	14%	20%
35-44	6	10%	25%
45-54	14	24%	18%
55-64	21	36%	19%
65+	8	14%	10%

Gender	#	%	State Avg
Female	30	52%	40%
Male	28	48%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	43	73%	64%
Hisp-Puerto Rican	10	17%	10%
Hispanic-Other	4	7%	10%
Unknown	2	3%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	32	54%	59%
Black/African American	19	32%	17%
Other	4	7%	12%
Hawaiian/Other Pacific Islander	2	3%	0%
Multiple Races	1	2%	1%
Unknown	1	2%	9%
Am. Indian/Native Alaskan			1%
Asian			1%

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

## Fair Street Apartments

Homes with Hope (formerly Interfaith Housing)

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	12	58% ▲
Admits	3	1	200% ▲
Discharges	2	1	100% ▲
Service Hours	316	63	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	93%	10%

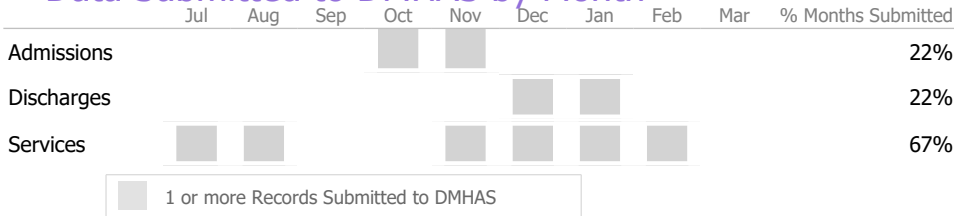
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	-	
Discharges	2	-	
Service Hours	125	166	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	93%	6%

### Service Utilization

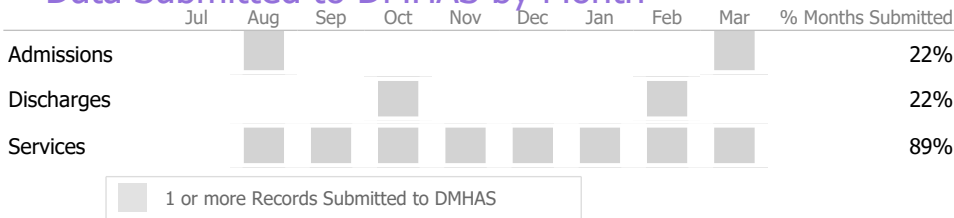
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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# Norwalk Housing First

Homes with Hope (formerly Interfaith Housing)

Mental Health - Case Management - Supportive Housing – Scattered Site

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	1	4	-75% ▼
Discharges	2	2	0%
Service Hours	266	286	-7%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	85%	86%	11% ▲

## Service Utilization

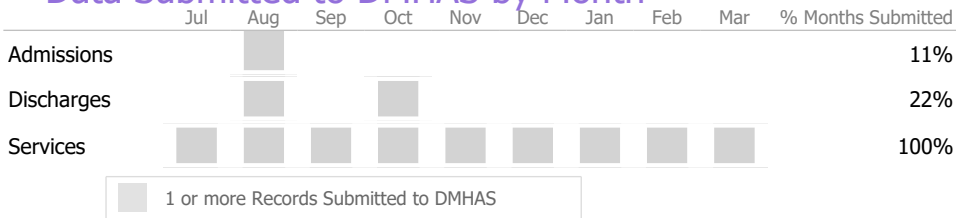
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	58	43	34% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	93%	15% ▲

### Service Utilization

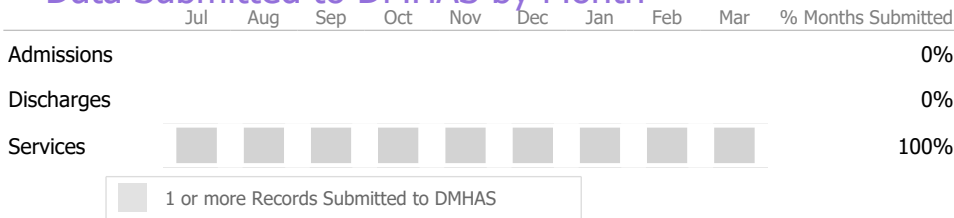
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs

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