

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	75	65	15%	▲
	Admits	12	10	20%	▲
	Discharges	17	2	750%	
	Service Hours	214	210	2%	

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 30 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div><div></div></div>	100%	80%	93%
✓ Participation in Treatment	<div><div></div></div>	100%	80%	92%
✓ General Satisfaction	<div><div></div></div>	100%	80%	92%
✓ Overall	<div><div></div></div>	100%	80%	91%
✓ Respect	<div><div></div></div>	100%	80%	91%
✓ Access	<div><div></div></div>	100%	80%	88%
✓ Outcome	<div><div></div></div>	95%	80%	83%

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	75	100.0%

Client Demographics

Age	#	%	State Avg
18-25	8	11%	8%
26-34	12	16%	18%
35-44	15	20%	24%
45-54	14	19%	18%
55-64	13	17%	20%
65+	13	17%	12%

Gender	#	%	State Avg
Female	39	52%	42%
Male	35	47%	58%
Transgender/Other	1	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	48	64%	64%
Hisp-Puerto Rican	15	20%	10%
Hispanic-Other	10	13%	11%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	14%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	34	45%	17%
White/Caucasian	32	43%	59%
Other	9	12%	12%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

Unique Clients

State Avg

▲ > 10% Over State Avg

▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	41	31	34% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div></div>	10	100%	85%	91%	15% ▲

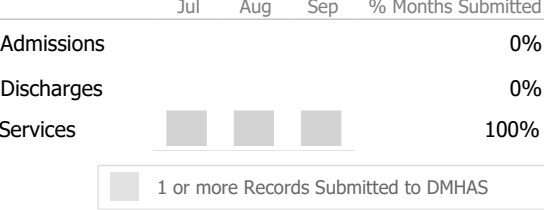
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	10	100%	90%	89%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div></div>	100% 98%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div></div>	100% 76%

Data Submitted to DMHAS for Month



* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	30	25	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	98%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	76%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div><div></div></div>	6	100%	85%	91%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	6	100%	90%	89%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

Next Steps Pilots

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	-	2	-100% ▼
Discharges	1	-	
Service Hours	51	55	-8%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div></div>	18	100%	85%	84%	15% ▲

Service Utilization

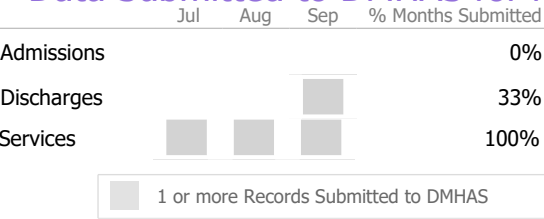
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	17	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	100% 77%

Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	15	22	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	7	100%	85%	91%	15% ▲

Service Utilization

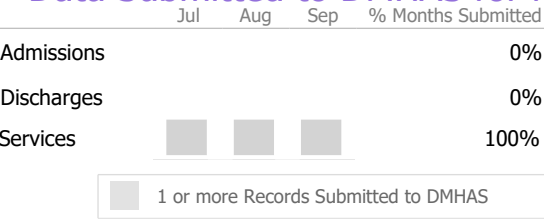
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	7	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 76%

Data Submitted to DMHAS for Month



* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	1	400% ▲
Admits	2	-	
Discharges	1	-	
Service Hours	16	8	91% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	5	100%	85%	84%	15% ▲

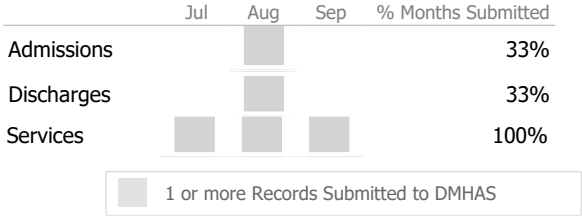
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	4	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	98%
On-Time Periodic		
6 Month Updates	<div></div>	77%

Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	17	29% ▲
Admits	10	8	25% ▲
Discharges	13	2	550% ▲
Service Hours	47	56	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	1	1	1	100%
Services	1	1	1	100%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	91%	20	91%	85%	84%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	100%	9	100%	90%	86%	10%

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	2	-	
Service Hours	15	13	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	6	86%	85%	84%	1%

Service Utilization

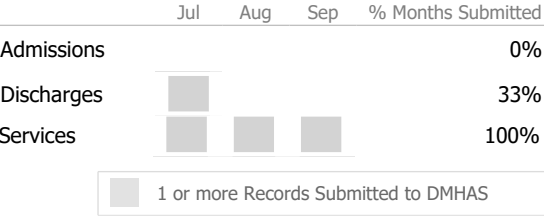
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	5	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 77%

Data Submitted to DMHAS for Month



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