

## 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	100%   100%	100%	80%	93%
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Respect	100%   100%	100%	80%	91%
✓ Access	100%   100%	100%	80%	88%
✓ Outcome	95%   100%	95%	80%	83%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	75	100.0%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	8	11%	8%		Female	39	52%	42%
26-34	12	16%	18%		Male	35	47%	58%
35-44	15	20%	24%		Transgender/Other	1	1%	0%
45-54	14	19%	18%					
55-64	13	17%	20%		Race	#	%	State Avg
65+	13	17%	12%		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%

## 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		10	100%	85%	91%	15% ▲

## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	89%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic		
✓ 6 Month Updates		100%
		98%

## Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		0%
Discharges		0%
Services		100%

▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

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

 1 or more Records Submitted to DMHAS

## Program Activity

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

## Recovery

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

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	6	100%	90%	89%	10%	

## Data Submission Quality

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

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■	■	100%

▲ > 10% Over    ▼ < 10% Under

■ Actual | Goal    ✓ Goal Met    ● Below Goal

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■ 1 or more Records Submitted to DMHAS

## Next Steps Pilots

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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	18	18	100%	85%	84%	15% ▲

### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	17	17	100%	90%	86%	10% ▲

### Data Submission Quality

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

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services	1	1	1	100%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

1 or more Records Submitted to DMHAS

## 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		7	100%	85%	91%	15% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	89%	10% 

## Data Submission Quality

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

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

## 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	5	100%	85%	84%	15%	▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	4	100%	90%	86%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

  

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	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%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 20%;"><div style="width: 91%;"></div></div>	20	91%	85%	84%	6%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 9%;"><div style="width: 100%;"></div></div>	9	100%	90%	86%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 98%

  

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"><div style="width: 0%;"></div></div>	N/A 77%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div style="width: 0%;"><div style="width: 0%;"></div></div>	<div style="width: 0%;"><div style="width: 0%;"></div></div>	<div style="width: 0%;"><div style="width: 0%;"></div></div>	100%
Discharges	<div style="width: 0%;"><div style="width: 0%;"></div></div>	<div style="width: 0%;"><div style="width: 0%;"></div></div>	<div style="width: 0%;"><div style="width: 0%;"></div></div>	100%
Services	<div style="width: 0%;"><div style="width: 0%;"></div></div>	<div style="width: 0%;"><div style="width: 0%;"></div></div>	<div style="width: 0%;"><div style="width: 0%;"></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 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		6	86%	85%	84%	1%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	86%	10%

## Data Submission Quality

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

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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