

**Provider Activity**

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	59	59	0%
	Admits	8	6	33%
	Discharges	6	6	0%
	Service Hours	805	765	5%

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

**Consumer Satisfaction Survey**

(Based on 39 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%    0-80%	100%	80%	93%
✓ Participation in Treatment	100%    80-100%	100%	80%	92%
✓ General Satisfaction	100%    0-80%	100%	80%	92%
✓ Overall	100%    80-100%	100%	80%	91%
✓ Respect	100%    0-80%	100%	80%	91%
✓ Access	100%    80-100%	100%	80%	88%
✓ Outcome	95%    0-80%	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	59	100.0%

**Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	3	5%	8%	Female	31	53%	40%
26-34	8	14%	19%	Male	27	46%	59%
35-44	8	14%	25%	Transgender/Other	1	2%	0%
45-54	7	12%	18%				
55-64	26	44%	18%				
65+	7	12%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	40	68%	64%	White/Caucasian	32	54%	58%
Hisp-Puerto Rican	10	17%	10%	Black/African American	19	32%	17%
Hispanic-Other	7	12%	11%	Other	4	7%	12%
Unknown	2	3%	14%	Hawaiian/Other Pacific Islander	2	3%	0%
Hispanic-Cuban			0%	Multiple Races	1	2%	1%
Hispanic-Mexican			1%	Unknown	1	2%	9%
				Am. Indian/Native Alaskan			1%
				Asian			1%

Unique Clients    State Avg    &gt; 10% Over State Avg    &gt; 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 2024 - March 2025 (Data as of Jun 20, 2025)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	1	3	-67% <span style="color: red;">▼</span>
Discharges	2	2	0%
Service Hours	235	316	-26% <span style="color: red;">▼</span>

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 100%;">100%</span>	18	100%	85%	88%	15% <span style="color: green;">▲</span>

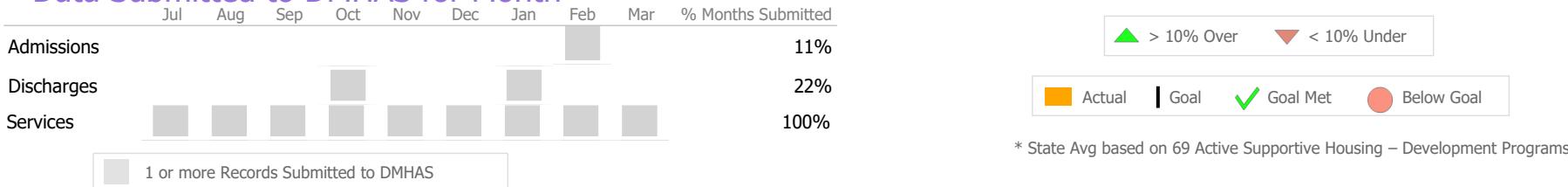
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 100%;">100%</span>	16	100%	90%	92%	10% <span style="color: green;">▲</span>

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;">100%</span>	98%
On-Time Periodic		
✓ 6 Month Updates	<span style="width: 100%;">100%</span>	76%

### Data Submitted to DMHAS for Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	2	0%
Discharges	-	2	-100% ▼
Service Hours	169	125	35% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	100%	85%	88%	15%	▲

## Service Utilization

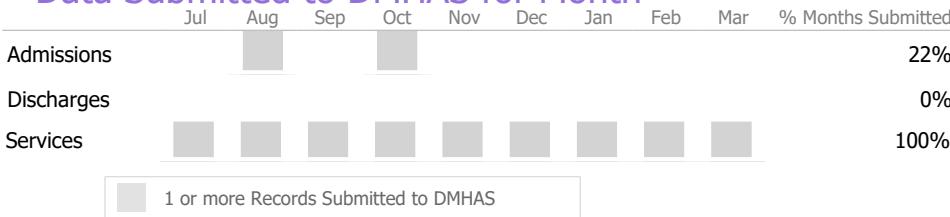
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	11	100%	90%	92%	10%	

## Data Submission Quality

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

6 Month Updates	Actual	State Avg
✓ 6 Month Updates	100%	76%

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	23	13%	▲
Admits	5	1	400%	▲
Discharges	3	2	50%	▲
Service Hours	321	266	20%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	26	96%	85%	83%	11%	▲

## Service Utilization

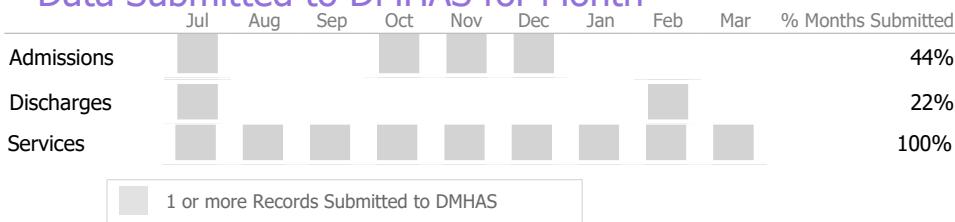
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	24	100%	90%	94%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic		

6 Month Updates	Actual	State Avg
✓ 6 Month Updates	100%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

Actual    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	1	-	
Service Hours	81	58	40% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 100%;">100%</span>	6	100%	85%	88%	15% <span style="color: green;">▲</span>

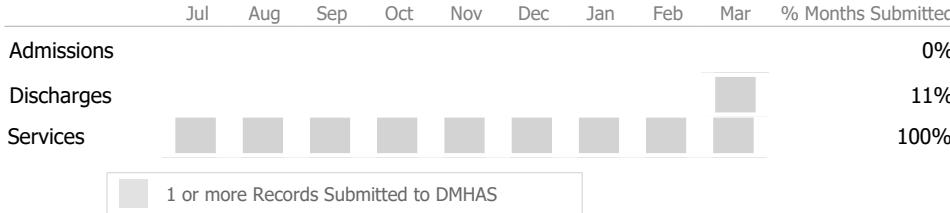
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 100%;">100%</span>	5	100%	90%	92%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;">100%</span>	98%
✓ On-Time Periodic 6 Month Updates	<span style="width: 100%;">100%</span>	76%

## Data Submitted to DMHAS for Month


▲ > 10% Over    ▼ < 10% Under

█ Actual    █ Goal    █ Goal Met    █ Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs