Operation Hope of Fairfield Inc.

Fairfield, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	87	8%	
Admits	31	32	-3%	
Discharges	35	24	46%	•
Service Hours	809	787	3%	
	Unique Clients Admits Discharges	Unique Clients 94 Admits 31 Discharges 35	Unique Clients 94 87 Admits 31 32 Discharges 35 24	Unique Clients 94 87 8% Admits 31 32 -3% Discharges 35 24 46%

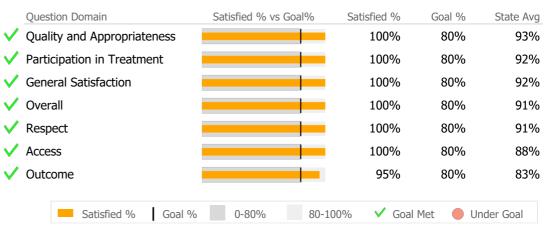


Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	l		
	Case Management	94	100.0%

Consumer Satisfaction Survey (Based

(Based on 30 FY24 Surveys)



Client Demographics

Age		#	%	State Avg	Gender	#	%	State Avg
18-25		11	12%	9%	Female Female	50	53%	40 %
26-34		17	18%	19%	Male	43	46%	▼ 60%
35-44	i	16	17%	26%	Transgender/Other	1	1%	0%
45-54		18	19%	18%				
55-64		18	19%	18%				
65+	ĺ	14	15%	10%	Race	#	%	State Avg
					Black/African American	46	49%	▲ 18%
Ethnicity		#	%	State Avg	White/Caucasian 📙 📗	37	39%	▼ 58%
Non-Hispanic		59	63%	64%	Other <mark> </mark>	10	11%	12%
Hisp-Puerto Rican		19	20%	10%	Multiple Races	1	1%	1%
Hispanic-Other		14	15%	12%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican		1	1%	1%	Asian			1%
· .	ı				Hawaiian/Other Pacific Islander			0%
Unknown		1	1%	▼ 14%	Unknown			10%
Hispanic-Cuban				0%				
		Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% (Inder S	tate Avg

570 State Street

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

90%

94%

10%

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	2	4	-50%	•
Discharges	2	2	0%	
Service Hours	147	141	5%	

Recovery

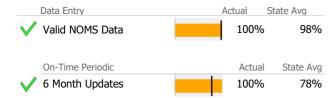
✓ Clients Receiving Services

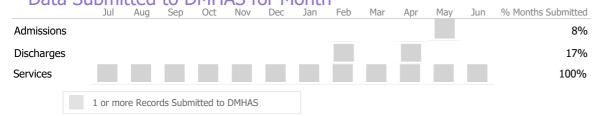
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Stable Living Situation		12	100%	85%	86%	15%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

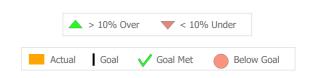
10

100%

Data Submission Quality







^{*} State Avg based on 69 Active Supportive Housing - Development Programs

Next Steps Jarvis

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 2024 - June 2025 (Data as of Sep 09, 2025)

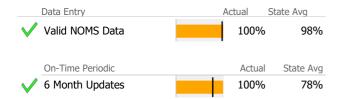
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	•
Admits	2	1	100%	•
Discharges	-	3	-100%	•
Service Hours	103	80	29%	•

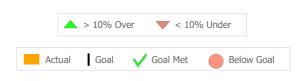
Recovery



Data Submission Quality







^{*} State Avg based on 69 Active Supportive Housing – Development Programs

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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	1	5	-80%	•
Discharges	2	2	0%	
Service Hours	239	180	33%	•

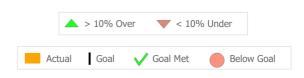
Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Stable Living Situation		19	100%	85%	86%	15% 🔺
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Clients Receiving Services		17	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100	97%
On-Time Periodic	Act	ual State Avg
6 Month Updates	100	83%





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

Next Steps-City Trust

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Goal %

State Avg

Actual vs Goal

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Actual %

Actual

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	55	58	-4%

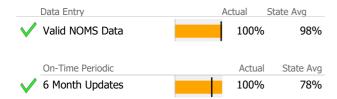
Recovery

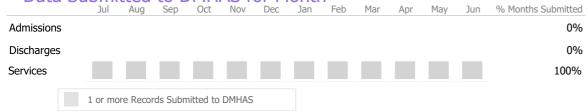
National Recovery Measures (NOMS)

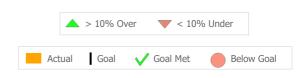


Actual % vs Goal %

Data Submission Quality







^{*} State Avg based on 69 Active Supportive Housing – Development Programs

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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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	5	140%	•
Admits	9	4	125%	•
Discharges	6	2	200%	•
Service Hours	71	40	81%	•

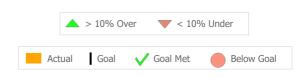
Recovery

./	Clients Receiving Services		6	100%	90%	96%	10%
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Service Utilization						
	Stable Living Situation		10	83%	85%	86%	-2%
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%





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

SAMHSA Apartments

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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	27	7%	
Admits	17	18	-6%	
Discharges	23	15	53%	•
Service Hours	141	225	-37%	•

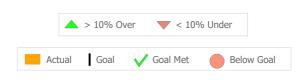
Recovery



Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	% 97%
On-Time Periodic	Actua	al State Avg
6 Month Updates	100%	6 83%

Data	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Mav	Jun	% Months Submitted
	Jui	Aug	ЭСР	000	1404	DCC	Juli	1 CD	riui	Дрі	iridy	Juli	70 PIONENS SUBMICECU
Admissions													50%
Discharges													58%
Services													100%



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

Social Innovation Fund

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

90%

State Avg

96%

Actual vs Goal

10%

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Actual %

100%

Actual

5

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	2	-	
Service Hours	53	65	-18% 🔻

Recovery

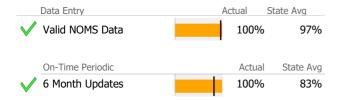
National Recovery Measures (NOMS)

Clients Receiving Services

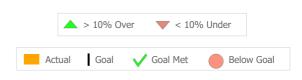
✓ Stable Living Situation		6	86%	85%	86%	1%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Actual % vs Goal %

Data Submission Quality







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