

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	56	55	2%
	Admits	1	2	-50% ▼
	Discharges	1	2	-50% ▼
	Service Hours	282	243	16% ▲
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago		

Consumer Satisfaction Survey

(Based on 40 FY25 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%
✓ Outcome	100% 100%	100%	80%	83%
✓ Access	98% 100%	98%	80%	88%

Legend for Consumer Satisfaction Survey: Satisfied % (Orange), Goal % (Grey), 0-80% (Light Grey), 80-100% (Medium Grey), Goal Met (Green checkmark), Under Goal (Red circle)

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	56	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	4	7%	9%		Female	29	52%	▲ 41%
26-34	6	11%	18%		Male	26	46%	▼ 58%
35-44	8	14% ▼	25%		Transgender/Other	1	2%	0%
45-54	6	11%	18%					
55-64	26	46% ▲	19%					
65+	6	11%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	37	66%	64%		White/Caucasian	30	54%	59%
Hisp-Puerto Rican	10	18%	10%		Black/African American	17	30%	▲ 17%
Hispanic-Other	7	13%	12%		Other	4	7%	12%
Unknown	2	4%	13%		Hawaiian/Other Pacific Islander	3	5%	0%
Hispanic-Cuban			0%		Multiple Races	1	2%	1%
Hispanic-Mexican			1%		Unknown	1	2%	8%
					Am. Indian/Native Alaskan			1%
					Asian			1%

Legend for Client Demographics: Unique Clients (Orange), State Avg (Grey), ▲ > 10% Over State Avg (Green triangle), ▼ > 10% Under State Avg (Red triangle)

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	-	
Discharges	-	-	
Service Hours	59	87	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	86%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		100%	99%
On-Time Periodic 6 Month Updates		100%	83%

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 69 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS

Hales Court Project Westport

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	65	47	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	15%	11	100%	85%	86%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10%	11	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	33%
Services	100%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	132	84	57% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11% ▲	22	96%	85%	85%	11%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10% ▲	23	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	81%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	-	
Discharges	-	-	
Service Hours	26	26	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	6	100%	85%	86%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	5	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	 	100%	99%
On-Time Periodic	Actual	State Avg	
6 Month Updates	 	100%	83%

Data Submitted to DMHAS for Month

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

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS