

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 168 | 144 | 17% ▲ |
| | Admits | 81 | 80 | 1% |
| | Discharges | 71 | 89 | -20% ▼ |
| | Service Hours | 2,687 | 2,458 | 9% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|-------|
| Mental Health | Case Management | 114 | 67.9% |
| | Community Support | 54 | 32.1% |

Consumer Satisfaction Survey

(Based on 34 FY16 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | | 100% | 80% | 92% |
| ✓ Access | | 97% | 80% | 88% |
| ✓ Quality and Appropriateness | | 97% | 80% | 93% |
| ✓ Overall | | 94% | 80% | 91% |
| ✓ Participation in Treatment | | 94% | 80% | 92% |
| ✓ Recovery | | 88% | 80% | 79% |
| ✓ Outcome | | 87% | 80% | 83% |
| ✓ Respect | | 83% | 80% | 91% |

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | 13 | 8% | 14% |
| 26-34 | 29 | 17% | 24% |
| 35-44 | 25 | 15% | 20% |
| 45-54 | 52 | 31% | 22% |
| 55-64 | 42 | 25% | 16% |
| 65+ | 7 | 4% | 5% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Female | 84 | 50% | 40% |
| Male | 84 | 50% | 60% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 116 | 69% | 74% |
| Hisp-Puerto Rican | 25 | 15% | 13% |
| Hispanic-Other | 13 | 8% | 7% |
| Unknown | 12 | 7% | 6% |
| Hispanic-Cuban | 1 | 1% | 0% |
| Hispanic-Mexican | 1 | 1% | 1% |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 73 | 43% | 65% ▼ |
| Black/African American | 72 | 43% | 16% ▲ |
| Other | 11 | 7% | 13% |
| Unknown | 9 | 5% | 3% |
| Asian | 1 | 1% | 1% |
| Multiple Races | 1 | 1% | 1% |
| Hawaiian/Other Pacific Islander | 1 | 1% | 0% |
| Am. Indian/Native Alaskan | | | 1% |

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

570 State Street Program 552

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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 12 | -8% |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | 2 | 2 | 0% |
| Service Hours | 611 | 598 | 2% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 10 | 91% | 85% | 91% | 6% |

Service Utilization

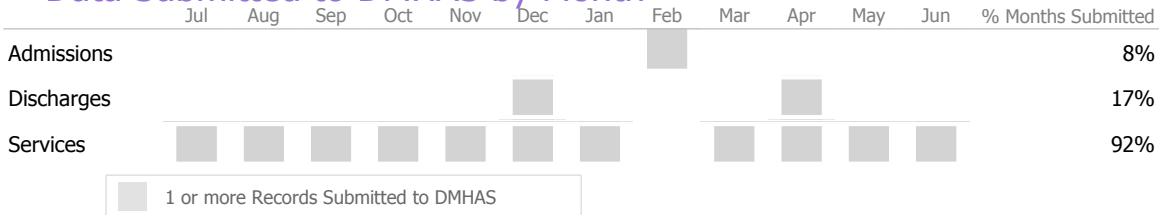
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 9 | 100% | 90% | 91% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 54 | 51 | 6% |
| Admits | 37 | 34 | 9% |
| Discharges | 33 | 34 | -3% |
| Service Hours | 526 | 571 | -8% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data | 100% | 98% |
| On-Time Periodic 6 Month Updates | 80% | 93% |
| Cooccurring MH Screen Complete | 72% | 88% |
| SA Screen Complete | 71% | 87% |
| Diagnosis Valid Axis I Diagnosis | 100% | 98% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 15 | 45% | 65% | 69% | -20% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 44 | 81% | 60% | 81% | 21% ▲ |
| Employed | | 20 | 37% | 20% | 13% | 17% ▲ |
| Stable Living Situation | | 44 | 81% | 80% | 92% | 1% |
| Improved/Maintained Axis V GAF Score | | 37 | 97% | 95% | 69% | 2% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 21 | 100% | 90% | 99% | 10% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | 100% |
| Discharges | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | 92% |
| Services | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | █ | 100% |

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 48 Active CSP 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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 8 | 13% ▲ |
| Admits | 1 | - | |
| Discharges | 1 | - | |
| Service Hours | 117 | 130 | -10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 9 | 100% | 85% | 91% | 15% ▲ |

Service Utilization

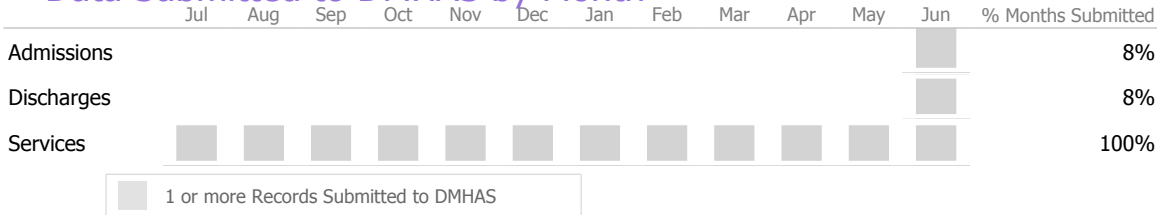
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 8 | 100% | 90% | 91% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 31 | 26 | 19% ▲ |
| Admits | 7 | 15 | -53% ▼ |
| Discharges | 9 | 2 | 350% ▲ |
| Service Hours | 431 | 391 | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 31 | 100% | 85% | 85% | 15% ▲ |

Service Utilization

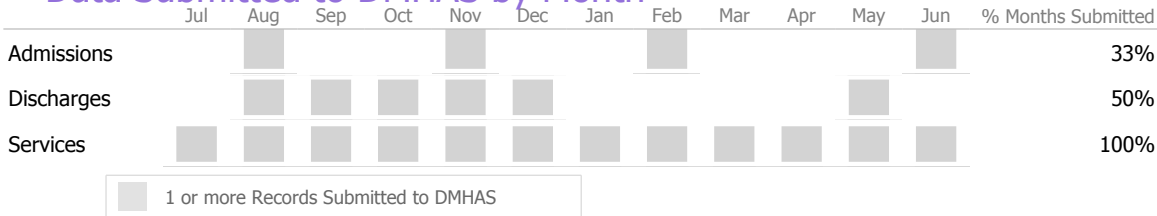
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 22 | 100% | 90% | 97% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 87% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 8 | 13 | -38% ▼ |
| Admits | - | 2 | -100% ▼ |
| Discharges | 2 | 5 | -60% ▼ |
| Service Hours | 92 | 212 | -57% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 8 | 100% | 85% | 91% | 15% ▲ |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 6 | 100% | 90% | 91% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Operation Hope SAMSHA Apts

Operation Hope of Fairfield Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 38 | 51 | -25% ▼ |
| Admits | 33 | 11 | 200% ▲ |
| Discharges | 18 | 46 | -61% ▼ |
| Service Hours | 536 | 536 | 0% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 32 | 84% | 85% | 85% | -1% |

Service Utilization

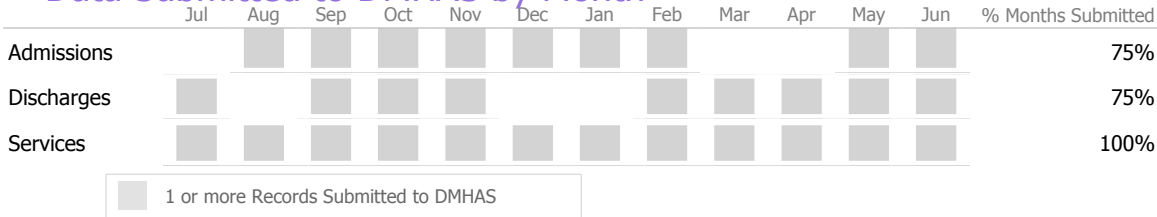
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 17 | 81% | 90% | 97% | -9% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 87% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 18 | 16 | 13% ▲ |
| Admits | 2 | 16 | -88% ▼ |
| Discharges | 6 | - | |
| Service Hours | 374 | 19 | |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 18 | 100% | 85% | 85% | 15% ▲ |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 12 | 100% | 90% | 97% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 87% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs