

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	69	87	-21%	▼
	Admits	16	13	23%	▲
	Discharges	16	13	23%	▲
	Service Hours	388	589	-34%	▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	69	100.0%

### Consumer Satisfaction Survey

(Based on 17 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		100%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		89%	80%	91%
● Outcome		78%	80%	83%
● Recovery		67%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	7	10%	9%
26-34	11	16%	21%
35-44	10	14%	23%
45-54	15	22%	19%
55-64	15	22%	19%
65+	11	16%	9%

Gender	#	%	State Avg
Female	37	55%	▲ 41%
Male	30	45%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	44	64%	68%
Hisp-Puerto Rican	13	19%	11%
Hispanic-Other	11	16%	8%
Unknown	1	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	40	58%	62%
Black/African American	20	29%	▲ 17%
Other	7	10%	13%
Am. Indian/Native Alaskan	1	1%	0%
Multiple Races	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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 2021 - December 2021 (Data as of Apr 18, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	1	-	
Service Hours	77	206	-63% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	94%	15% ▲

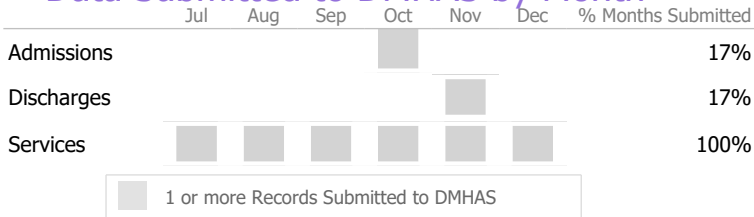
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

## 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 2021 - December 2021 (Data as of Apr 18, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	-	
Discharges	-	-	
Service Hours	32	35	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	94%	15% ▲

### Service Utilization

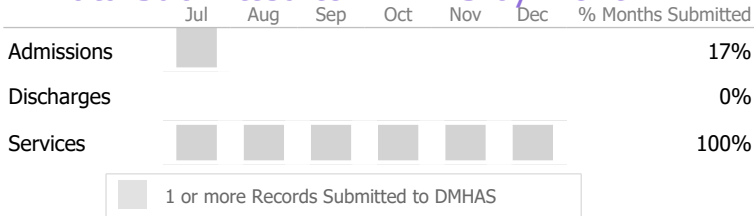
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	3	-	
Discharges	-	2	-100% ▼
Service Hours	148	110	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	88%	15% ▲

### Service Utilization

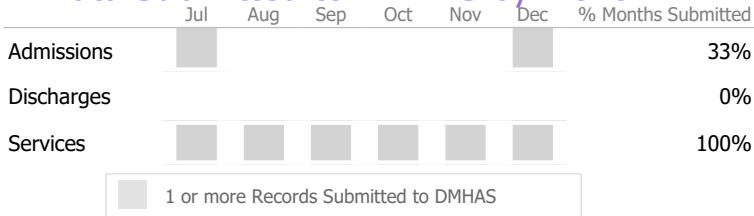
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month



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■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	1	-	
Discharges	3	-	
Service Hours	35	32	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	94%	15% ▲

### Service Utilization

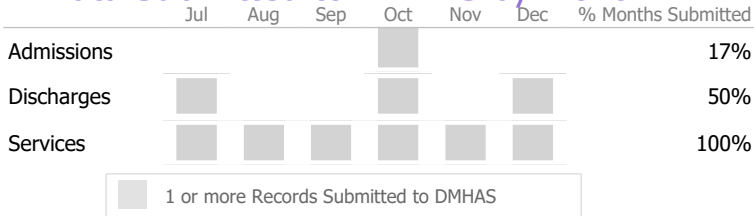
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

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█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	4	-	
Discharges	1	-	
Service Hours	22	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	88%	15% ▲

### Service Utilization

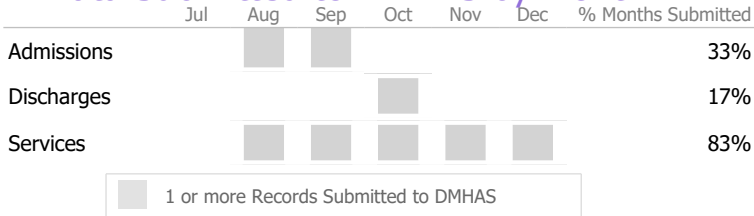
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month



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█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	36	-50% ▼
Admits	6	12	-50% ▼
Discharges	11	11	0%
Service Hours	55	190	-71% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		14	78%	85%	88%	-7%

### Service Utilization

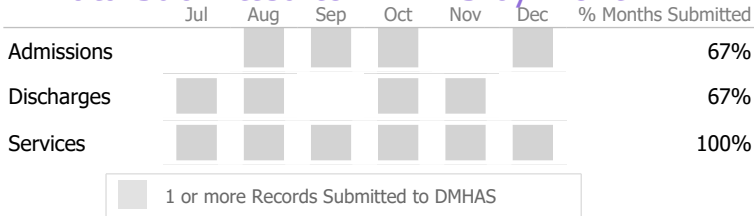
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

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Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	20	16	27% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	88%	15% ▲

### Service Utilization

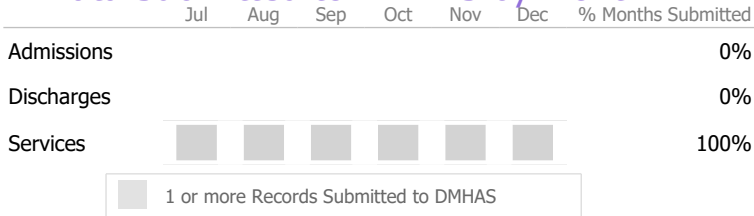
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10%

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