

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	140	132	6%
	Admits	76	59	29% ▲
	Discharges	88	42	110% ▲
	Service Hours	2,456	2,474	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	104	67.5%
	Community Support	50	32.5%

Consumer Satisfaction Survey

(Based on 41 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Access		95%	80%	88%
✓ Recovery		95%	80%	79%
✓ Respect		95%	80%	91%
✓ Outcome		89%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	11	8%	15%
26-34	18	13% ▼	24%
35-44	26	19%	19%
45-54	52	37% ▲	22%
55-64	27	19%	15%
65+	6	4%	4%

Gender	#	%	State Avg
Male	76	54%	60%
Female	64	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	102	73%	75%
Hisp-Puerto Rican	26	19%	12%
Unknown	6	4%	6%
Hispanic-Other	5	4%	7%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	68	49% ▼	65%
Black/African American	58	41% ▲	16%
Other	10	7%	13%
Unknown	2	1%	3%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	2	3	-33% ▼
Discharges	2	2	0%
Service Hours	598	260	130% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	83%	85%	90%	-2%

Service Utilization

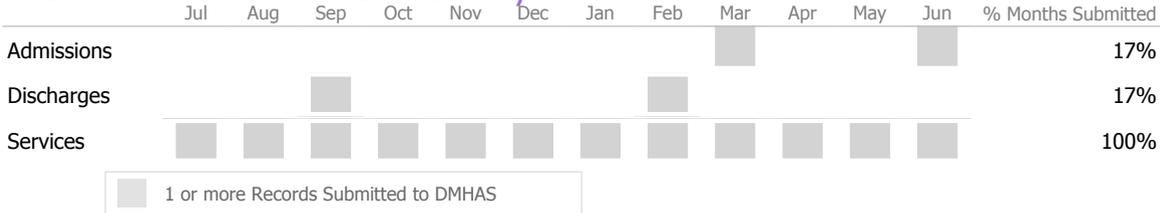
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		71%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	26	92% ▲
Admits	33	11	200% ▲
Discharges	33	9	267% ▲
Service Hours	569	929	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	70%	83%
SA Screen Complete	70%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	98%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	42%	65%	69%	-23% ▼

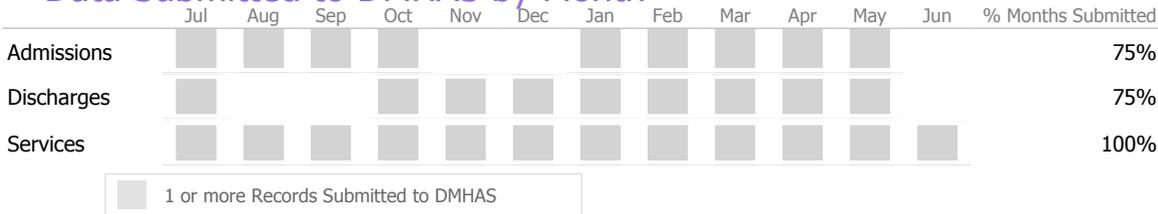
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		23	46%	20%	12%	26% ▲
Social Support		42	84%	60%	80%	24% ▲
Stable Living Situation		42	84%	80%	92%	4%
Improved/Maintained Axis V GAF Score		32	94%	95%	60%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 44 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	130	137	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	90%	15% ▲

Service Utilization

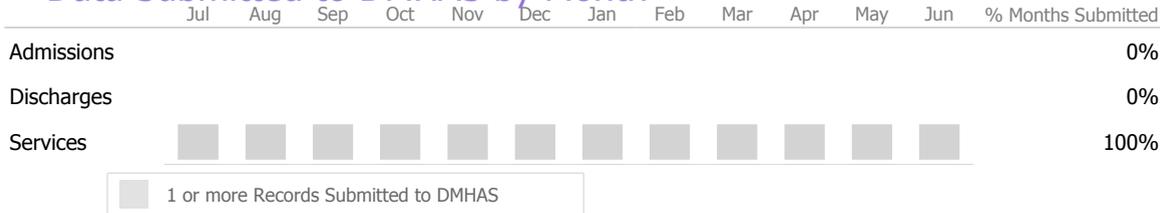
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		71%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	13	100% ▲
Admits	15	4	275% ▲
Discharges	2	2	0%
Service Hours	391	219	79% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	92%	85%	79%	7%

Service Utilization

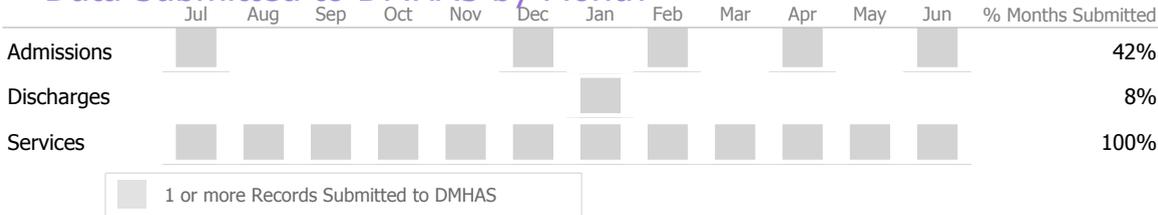
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	2	1	100% ▲
Discharges	5	1	400% ▲
Service Hours	212	187	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	90%	15% ▲

Service Utilization

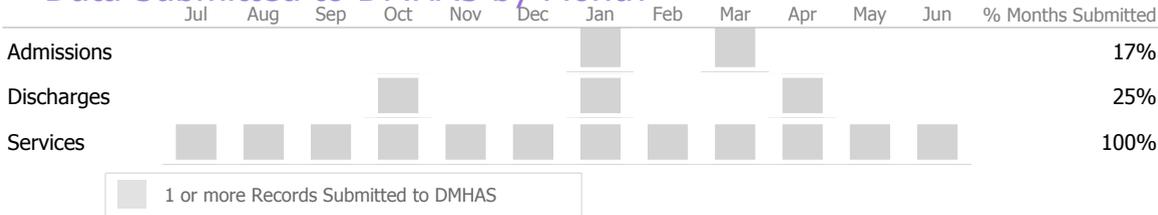
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		71%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Operation Hope SAMSHA Apts

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	68	-25% ▼
Admits	11	40	-73% ▼
Discharges	46	28	64% ▲
Service Hours	536	742	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		44	86%	85%	79%	1%

Service Utilization

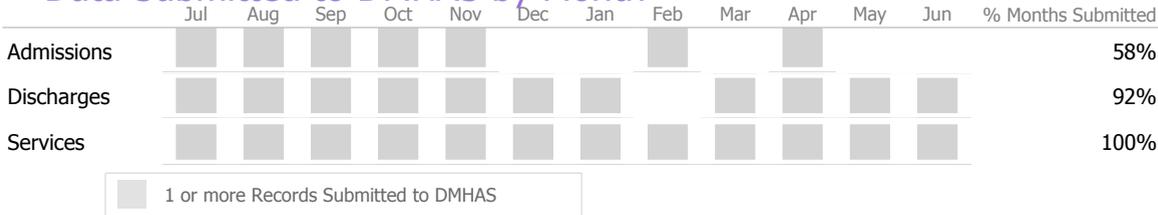
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	13	-	
Discharges	-	-	
Service Hours	19	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	79%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	85%	90%	95%	-5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

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Actual | Goal Goal Met Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs