

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	100	147	-32%	▼
	Admits	30	50	-40%	▼
	Discharges	36	55	-35%	▼
	Service Hours	1,109	1,790	-38%	▼

▲ > 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	100	100.0%

### Consumer Satisfaction Survey

(Based on 49 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		98%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ Respect		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Outcome		90%	80%	83%
● Recovery		75%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	8	8%	12%
26-34	19	19%	24%
35-44	15	15%	21%
45-54	20	20%	20%
55-64	35	35%	▲ 17%
65+	3	3%	6%

Gender	#	%	State Avg
Female	60	61%	▲ 40%
Male	39	39%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	73	73%	71%
Hisp-Puerto Rican	22	22%	13%
Hispanic-Other	4	4%	7%
Unknown	1	1%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	44	44%	▼ 63%
Black/African American	43	43%	▲ 16%
Other	8	8%	14%
Multiple Races	3	3%	1%
Hawaiian/Other Pacific Islander	2	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Unknown			5%

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 2018 - March 2019 (Data as of Jun 19, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	2	2	0%
Discharges	5	-	
Service Hours	232	304	-24% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	92%	15% ▲

## Service Utilization

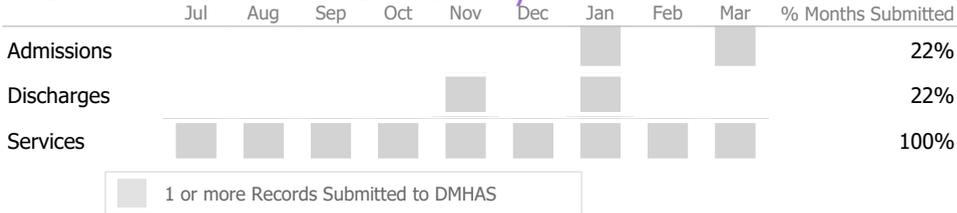
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 66 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 2018 - March 2019 (Data as of Jun 19, 2019)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	1	-	
Service Hours	76	68	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	92%	15% ▲

### Service Utilization

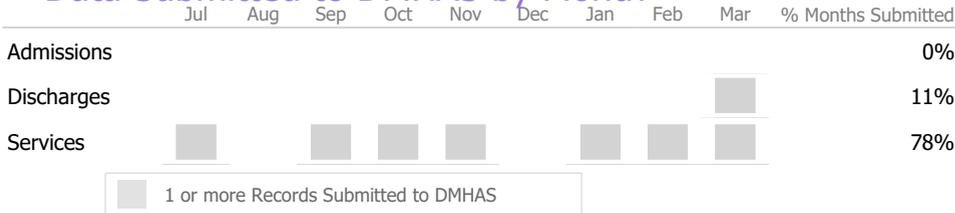
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	28	-21% ▼
Admits	4	6	-33% ▼
Discharges	2	9	-78% ▼
Service Hours	209	271	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	85%	86%	15% ▲

### Service Utilization

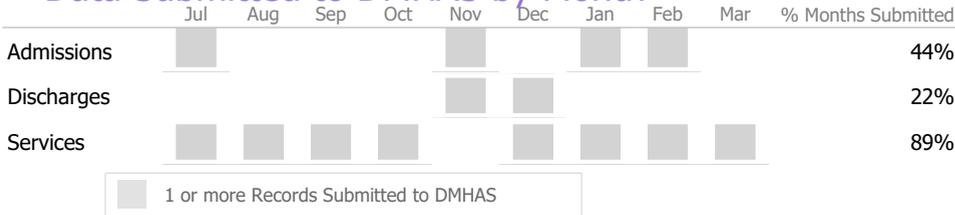
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	12	-42% ▼
Admits	-	5	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	58	53	9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	92%	15% ▲

### Service Utilization

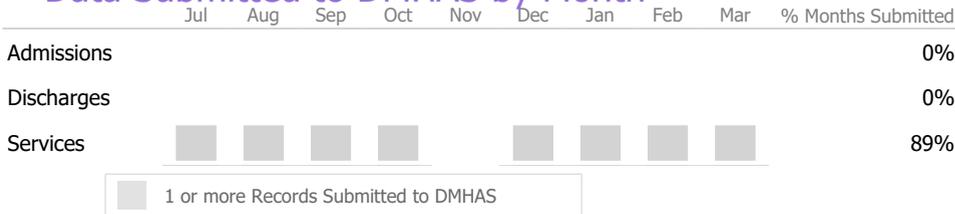
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 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	43	41	5%
Admits	22	21	5%
Discharges	25	21	19% ▲
Service Hours	461	313	47% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		40	93%	85%	86%	8%

## Service Utilization

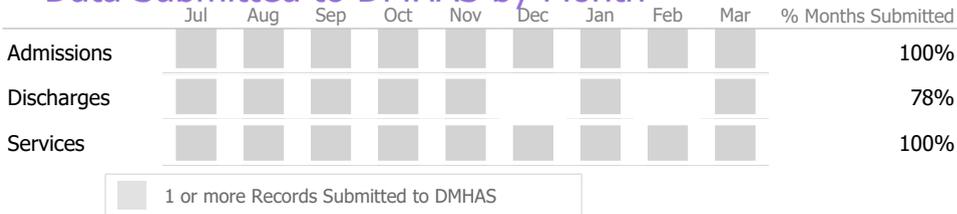
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	13	-23% ▼
Admits	2	1	100% ▲
Discharges	2	3	-33% ▼
Service Hours	74	264	-72% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

### Service Utilization

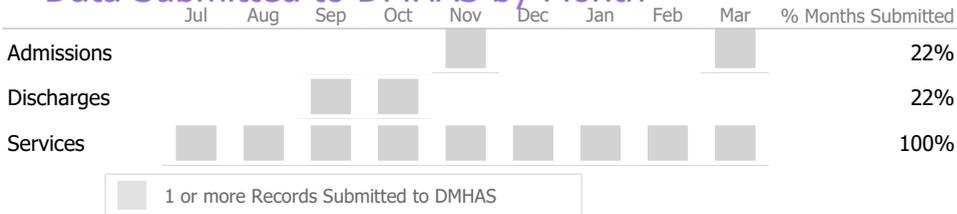
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 96 Active Supportive Housing – Scattered Site Programs