Operation Hope of Fairfield Inc.
Fairfield, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	147	158	-7%	
	Admits	50	70	-29%	▼
	Discharges	55	55	0%	
	Service Hours	1,790	2,074	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		112	76.2%
	Community Support		35	23.8%

Consumer Satisfaction Survey   (Based on 46 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Access		98%	80%	88%
✔	Respect		97%	80%	91%
✔	General Satisfaction		96%	80%	92%
✔	Overall		93%	80%	91%
✔	Quality and Appropriateness		93%	80%	93%
✔	Participation in Treatment		93%	80%	92%
✔	Outcome		85%	80%	83%
✔	Recovery		80%	80%	79%

Satisfied %		Goal %	0-80%	80-100%	✔ Goal Met	⬤ Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		11	7%	13%
26-34		20	14%	24%
35-44		19	13%	20%
45-54		45	31%	21%
55-64		47	32% ▲	17%
65+		5	3%	5%

Gender

		#	%	State Avg
Female		73	50%	40%
Male		73	50%	60%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		102	69%	73%
Hisp-Puerto Rican		28	19%	12%
Hispanic-Other		9	6%	7%
Unknown		7	5%	7%
Hispanic-Mexican		1	1%	1%
Hispanic-Cuban				0%

Race

		#	%	State Avg
White/Caucasian		69	47% ▼	64%
Black/African American		61	41% ▲	16%
Other		11	7%	13%
Unknown		5	3%	4%
Hawaiian/Other Pacific Islander		1	1%	0%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	11	0%	
Admits	2	1	100%	▲
Discharges	-	1	-100%	▼
Service Hours	304	518	-41%	▼

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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		10%	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪			▪				22%
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 52 Active Supportive Housing – Development Programs

CSP 135-260Y
Operation Hope of Fairfield Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)
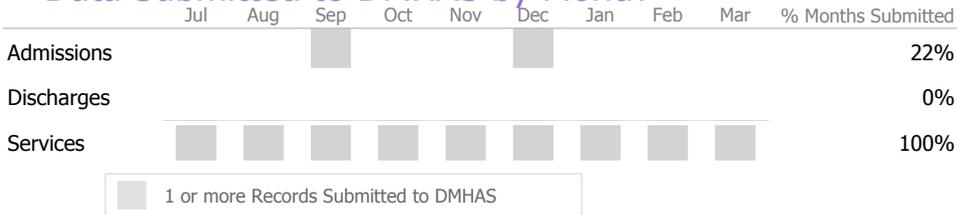
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	48	-27%	▼
Admits	15	31	-52%	▼
Discharges	17	29	-41%	▼
Service Hours	518	377	37%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
MH Screen Complete		73%	89%
SA Screen Complete		73%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		12	71%	65%	68%	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		31	86%	60%	82%	26%	▲
✓ Improved/Maintained Axis V GAF Score		30	94%	65%	64%	29%	▲
✓ Stable Living Situation		34	94%	80%	92%	14%	▲
✓ Employed		11	31%	20%	13%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢					56%
Discharges	▢	▢	▢	▢	▢		▢	▢	▢	89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
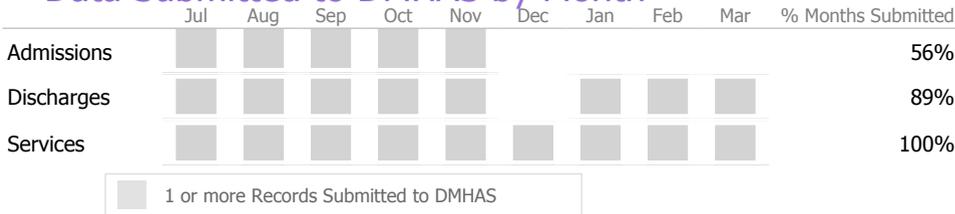
▲ > 10% Over   ▼ < 10% Under

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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	68	86	-21% ▼

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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		8	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	78%
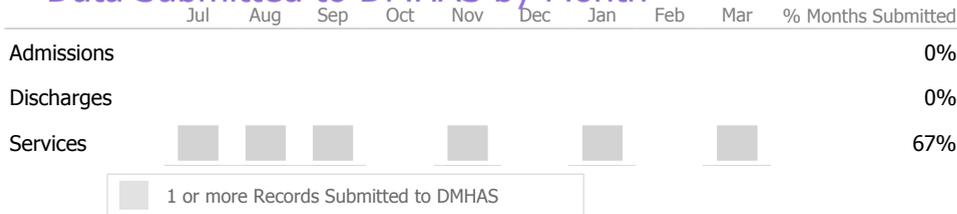
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	▪	▪	▪		▪		▪		▪	67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Next Steps SupportiveHsg135551
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 2017 - March 2018   (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	30	-7%	
Admits	6	6	0%	
Discharges	9	8	13%	▲
Service Hours	271	329	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		26	93%	85%	86%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		44%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▓		▓	▓			▓	▓	56%
Discharges			▓		▓		▓	▓		44%
Services	▓	▓	▓	▓	▓	▓	▓	▓	▓	100%

▓ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Next Steps-City Trust 135552
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 2017 - March 2018 (Data as of Jun 13, 2018)
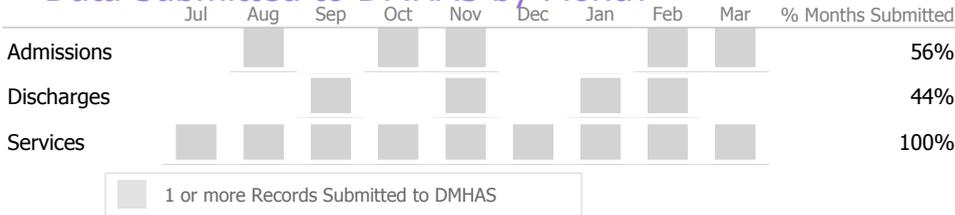
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	8	50%	▲
Admits	5	-		
Discharges	5	1	400%	▲
Service Hours	53	72	-26%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		11	92%	85%	91%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		7	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■			■	■				33%
Discharges	■				■					22%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 52 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 2017 - March 2018 (Data as of Jun 13, 2018)
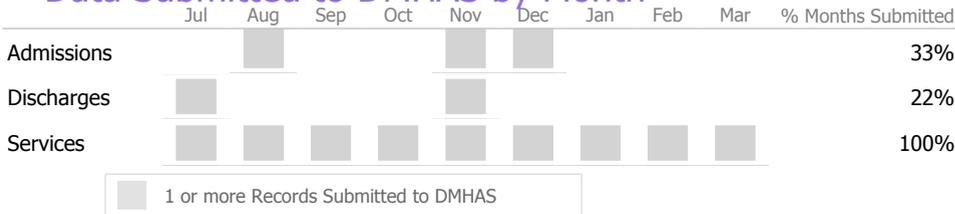
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	35	17%	▲
Admits	21	30	-30%	▼
Discharges	21	10	110%	▲
Service Hours	313	413	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		36	88%	85%	86%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		21	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		40%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Social Innovation Fund
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 2017 - March 2018 (Data as of Jun 13, 2018)
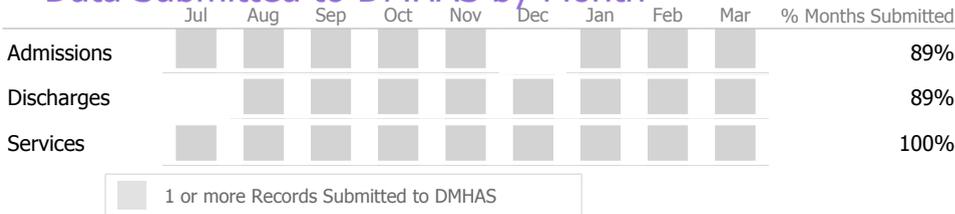
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	18	-28%	▼
Admits	1	2	-50%	▼
Discharges	3	6	-50%	▼
Service Hours	264	280	-6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		13	100%	85%	86%	15%	▲

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪									11%
Discharges	▪	▪					▪			33%
Services	▪	▪		▪	▪	▪	▪	▪	▪	89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ☐ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs