

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	119	134	-11% ▼
	Admits	31	50	-38% ▼
	Discharges	16	35	-54% ▼
	Service Hours	64	34	91% ▲
	Bed Days	15,320	12,968	18% ▲

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

Consumer Satisfaction Survey

(Based on 18 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Outcome		93%	80%	83%
✓ Access		89%	80%	88%
✓ Recovery		88%	80%	79%
✓ Respect		87%	80%	91%
✓ Quality and Appropriateness		82%	80%	93%
✓ Participation in Treatment		82%	80%	92%
● General Satisfaction		67%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	72	56.7%
Addiction	Residential Services	55	43.3%

Client Demographics

Age	#	%	State Avg
18-25	7	6%	8%
26-34	17	14%	21%
35-44	26	22%	22%
45-54	26	22%	20%
55-64	31	26%	20%
65+	12	10%	9%

Gender	#	%	State Avg
Male	71	60%	58%
Female	48	40%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	82	69%	69%
Hispanic-Other	37	31%	▲ 8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 12%
Unknown			▼ 11%

Race	#	%	State Avg
White/Caucasian	78	66%	63%
Black/African American	34	29%	▲ 16%
Multiple Races	3	3%	1%
Other	2	2%	▼ 13%
Asian	1	1%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

HAL - Home At Last

Friendship Service Center

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	-	-	
Discharges	-	-	
Service Hours	31	1	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	55%	85%	88%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	82%	90%	92%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

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

Next Steps Housing

Friendship Service Center

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	3	-100% ▼
Discharges	-	-	
Service Hours	33	1	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	55%	85%	93%	-30% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	73%	90%	96%	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 66 Active Supportive Housing – Development Programs

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

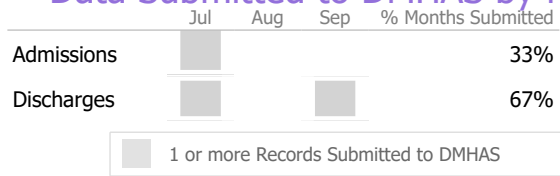
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	7	7	0%
Discharges	3	8	-63% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



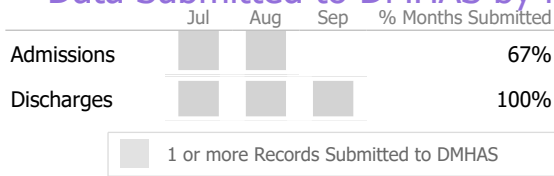
▲ > 10% Over ▼ < 10% Under

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	66	-17% ▼
Admits	24	33	-27% ▼
Discharges	13	24	-46% ▼
Bed Days	15,320	12,968	18% ▲

Data Submitted to DMHAS by Month



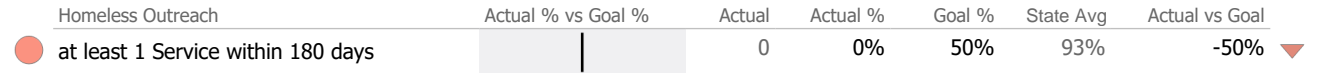
* State Avg based on 4 Active Shelter Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	-	7	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	33	-100% ▼

Service Engagement



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs