Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	127	163	-22%	▼
	Admits	39	81	-52%	▼
	Discharges	28	59	-53%	▼
	Service Hours	160	123	30%	▲
	Bed Days	31,700	29,772	6%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		78	57.4%
Addiction				
	Residential Services		58	42.6%

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%

Legend: ▮ Satisfied % | Goal %   ▬ 0-80%   ▬ 80-100%   ✓ Goal Met   🔴 Under Goal

Client Demographics

Age
	#	%	State Avg
18-25	7	6%	9%
26-34	21	17%	21%
35-44	28	22%	22%
45-54	26	20%	19%
55-64	33	26%	20%
65+	12	9%	8%

Gender
	#	%	State Avg
Male	79	62%	58%
Female	48	38%	42%
Transgender			0%

Ethnicity
	#	%		State Avg
Non-Hispanic	95	75%		70%
Hispanic-Other	32	25%	▲	8%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hisp-Puerto Rican			▼	12%
Unknown				10%

Race
	#	%		State Avg
White/Caucasian	84	66%		62%
Black/African American	35	28%	▲	17%
Multiple Races	3	2%		1%
Other	3	2%	▼	13%
Asian	1	1%		1%
Unknown	1	1%		6%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

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

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	1	-		
Discharges	1	1	0%	
Service Hours	71	56	27%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		6	50%	85%	90%	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		8	73%	90%	95%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	96%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		50%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▦	17%
Discharges				▦			17%
Services	▦	▦	▦	▦	▦	▦	100%

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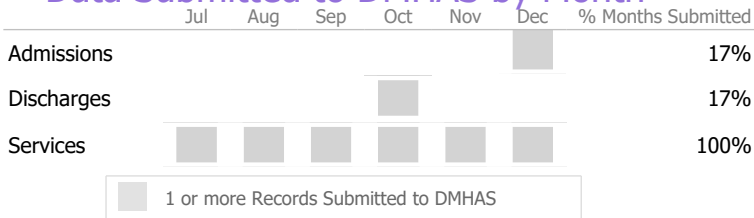
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	-	3	-100% ▼
Discharges	1	-	
Service Hours	83	18	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		11	48%	85%	94%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		19	86%	90%	97%	-4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		77%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						▧	17%
Services	▧	▧	▧	▧	▧	▧	100%

▧ 1 or more Records Submitted to DMHAS
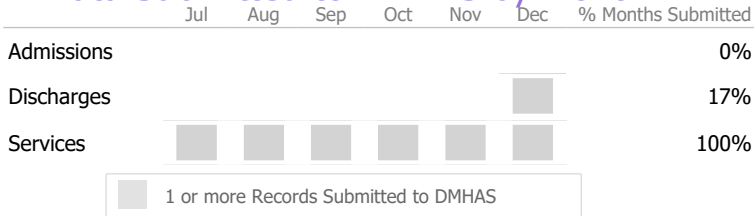
▲ > 10% Over   ▼ < 10% Under
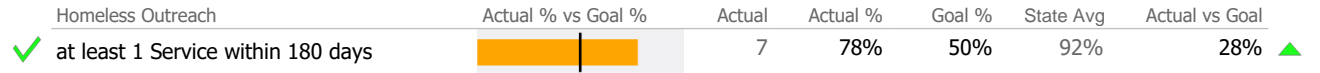
▧ Actual | Goal ✓ Goal Met ● Below Goal

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

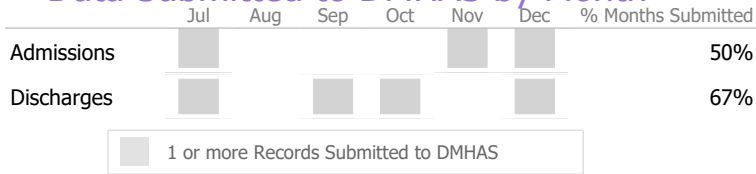Variances in data may be indicative of operational adjustments related to the pandemic.

PATH - Outreach and Eng
Friendship Service Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	26	-4%	
Admits	9	11	-18%	▼
Discharges	12	14	-14%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		7	78%	50%	92%	28%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢				▢	▢	50%
Discharges	▢		▢	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

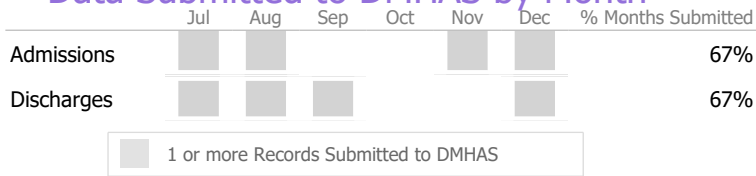▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

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

Shelter 603850
Friendship Service Center
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	91	-36%	▼
Admits	26	59	-56%	▼
Discharges	14	39	-64%	▼
Bed Days	31,700	29,772	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢			▢	▢	67%
Discharges	▢	▢	▢			▢	67%

▢ 1 or more Records Submitted to DMHAS

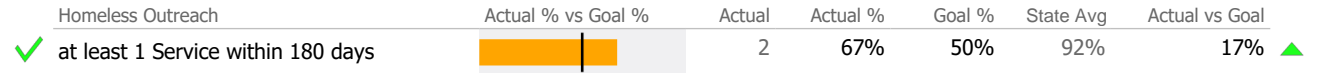▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active Shelter Programs

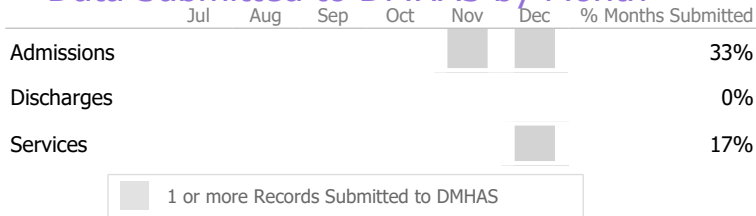Variances in data may be indicative of operational adjustments related to the pandemic.

SOAR
Friendship Service Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	20	15%	▲
Admits	3	8	-63%	▼
Discharges	-	5	-100%	▼
Service Hours	7	50	-87%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		2	67%	50%	92%	17%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪	▪	33%
Discharges							0%
Services						▪	17%

☐ 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

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