

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	147	185	-21% ▼
	Admits	59	111	-47% ▼
	Discharges	43	87	-51% ▼
	Service Hours	304	153	99% ▲
	Bed Days	47,372	48,392	-2%

▲ > 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	#	%
<b>Mental Health</b>	Case Management	89	57.1%
	Residential Services	67	42.9%

### Client Demographics

Age	#	%	State Avg
18-25	10	7%	10%
26-34	28	19%	22%
35-44	30	20%	23%
45-54	30	20%	19%
55-64	37	25%	19%
65+	12	8%	8%

Gender	#	%	State Avg
Male	89	61%	58%
Female	58	39%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	111	76%	69%
Hispanic-Other	36	24%	▲ 8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			▼ 12%
Unknown			▼ 11%

Race	#	%	State Avg
White/Caucasian	93	63%	62%
Black/African American	44	30%	▲ 17%
Multiple Races	4	3%	1%
Other	4	3%	13%
Asian	1	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

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 - March 2021 (Data as of Jun 28, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	2	-	
Discharges	1	1	0%
Service Hours	122	70	73% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	46%	85%	89%	-39% ▼

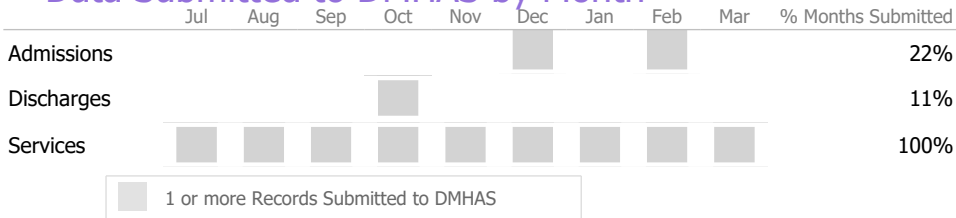
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	83%	90%	98%	-7%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		92%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 Active Supportive Housing – Scattered Site 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	25	-8%
Admits	-	5	-100% ▼
Discharges	2	2	0%
Service Hours	169	18	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	35%	85%	95%	-50% ▼

### Service Utilization

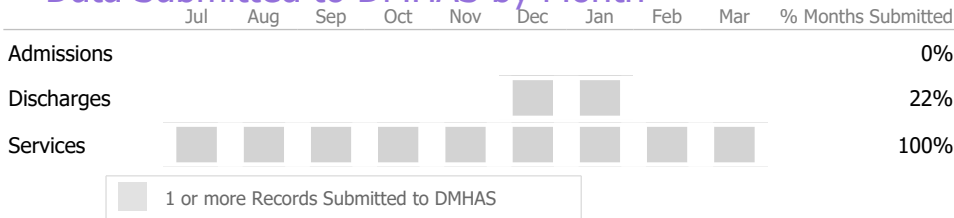
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	90%	90%	99%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95% vs 99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		57% vs 89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

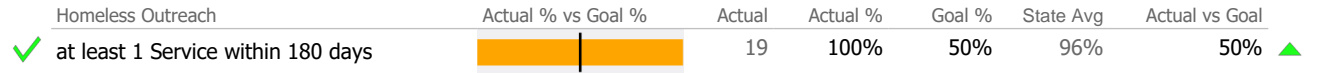
\* State Avg based on 65 Active Supportive Housing – Development Programs

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

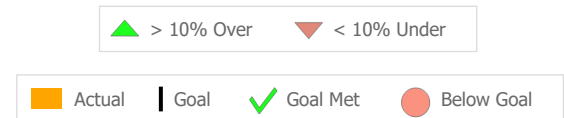
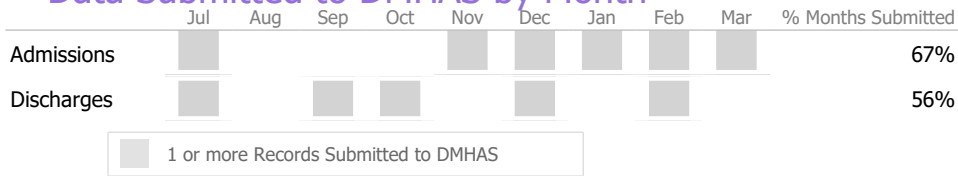
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	19	17	12% ▲
Discharges	15	16	-6%

### Service Engagement



### Data Submitted to DMHAS by Month



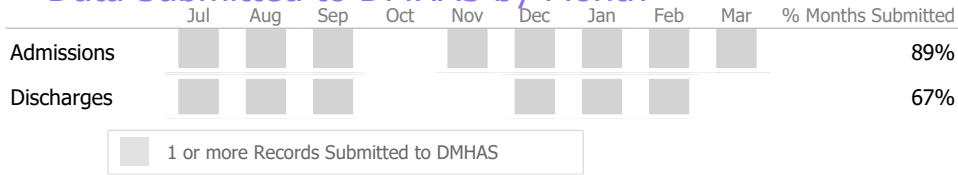
\* State Avg based on 46 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	106	-37% ▼
Admits	35	75	-53% ▼
Discharges	20	62	-68% ▼
Bed Days	47,372	48,392	-2%

### Data Submitted to DMHAS by Month



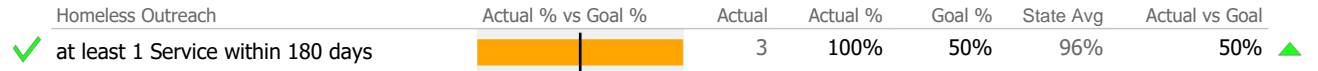
\* State Avg based on 4 Active Shelter Programs

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

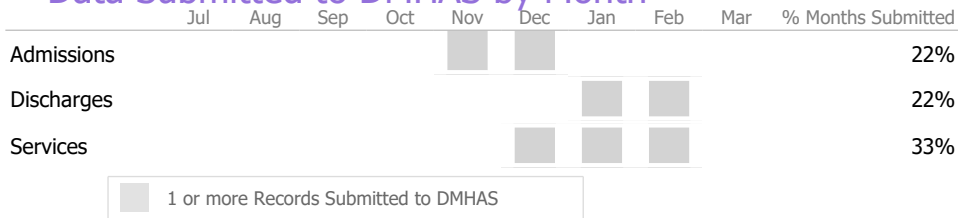
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	3	14	-79% ▼
Discharges	5	6	-17% ▼
Service Hours	13	64	-80% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs