

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	159	201	-21% ▼
	Admits	72	130	-45% ▼
	Discharges	55	120	-54% ▼
	Service Hours	412	195	111% ▲
	Bed Days	64,980	63,808	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	#	%
Mental Health	Case Management	99	58.6%
	Residential Services	70	41.4%

Client Demographics

Age	#	%	State Avg
18-25	11	7%	10%
26-34	33	21%	22%
35-44	31	19%	23%
45-54	34	21%	19%
55-64	38	24%	18%
65+	12	8%	7%

Gender	#	%	State Avg
Male	94	59%	59%
Female	65	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	120	75%	68%
Hispanic-Other	39	25%	▲ 8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			▼ 11%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	103	65%	61%
Black/African American	47	30%	▲ 17%
Other	4	3%	13%
Multiple Races	3	2%	1%
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

Variations 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	2	-	
Discharges	2	1	100% ▲
Service Hours	165	96	73% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	77%	85%	89%	-8%

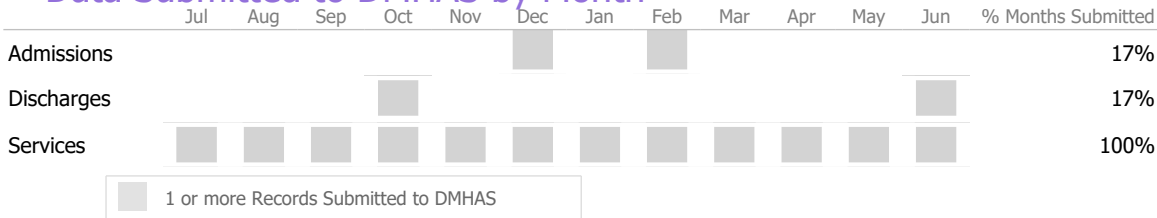
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	82%	90%	97%	-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



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 106 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	2	5	-60% ▼
Discharges	5	2	150% ▲
Service Hours	219	36	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		13	52%	85%	95%	-33% ▼

Service Utilization

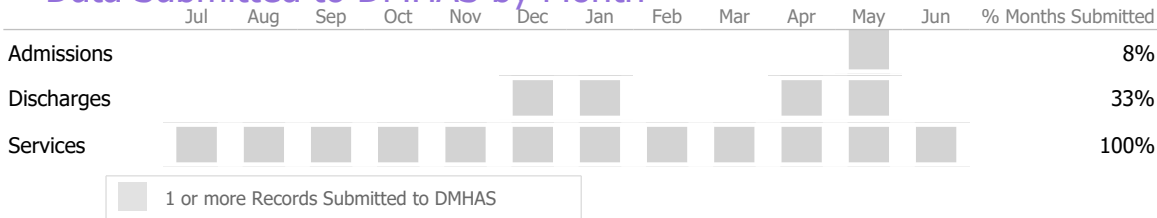
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	85%	90%	94%	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

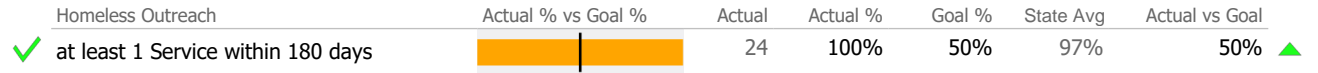
* State Avg based on 68 Active Supportive Housing – Development Programs

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

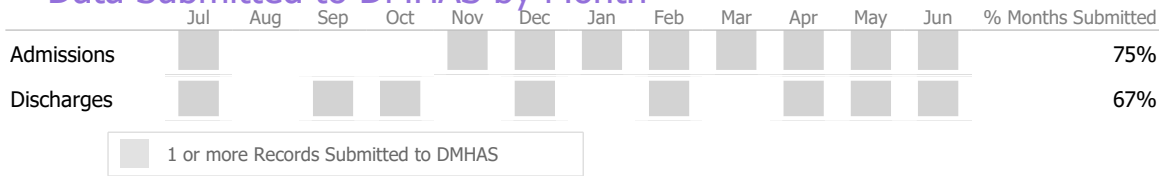
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	33	21% ▲
Admits	24	18	33% ▲
Discharges	19	17	12% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

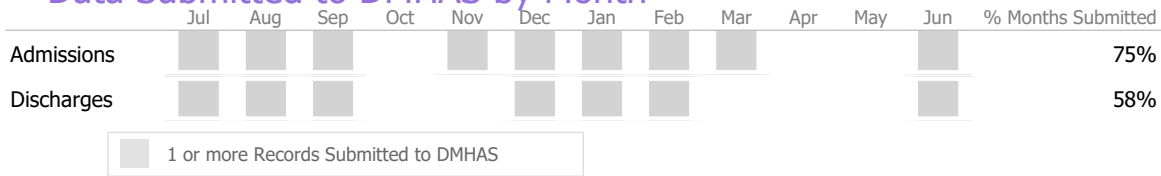
* State Avg based on 46 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	123	-43% ▼
Admits	38	93	-59% ▼
Discharges	21	94	-78% ▼
Bed Days	64,980	63,808	2%

Data Submitted to DMHAS by Month



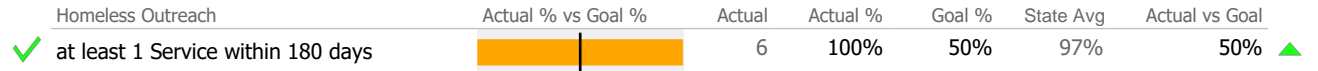
* State Avg based on 4 Active Shelter Programs

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

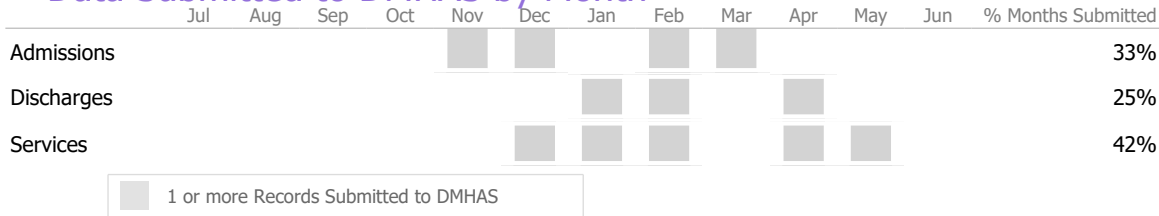
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	6	14	-57% ▼
Discharges	8	6	33% ▲
Service Hours	28	64	-56% ▼

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

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