Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - September 2021   (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	135	120	13%	▲
	Admits	18	32	-44%	▼
	Discharges	7	18	-61%	▼
	Service Hours	142	64	121%	▲
	Bed Days	18,244	15,660	17%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	81	58.3%
Addiction			
	Residential Services	58	41.7%

Client Demographics

Age

	#	%	State Avg
18-25	11	8%	9%
26-34	25	19%	20%
35-44	28	21%	23%
45-54	30	22%	19%
55-64	28	21%	20%
65+	13	10%	9%

Ethnicity

	#	%		State Avg
Non-Hispanic	100	74%		69%
Hispanic-Other	35	26%	▲	8%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hisp-Puerto Rican			▼	12%
Unknown			▼	11%

Gender

	#	%	State Avg
Male	84	62%	58%
Female	51	38%	42%
Transgender			0%

Race

	#	%		State Avg
White/Caucasian	94	70%		63%
Black/African American	35	26%		17%
Multiple Races	2	1%		1%
Other	2	1%	▼	13%
Am. Indian/Native Alaskan	1	1%		1%
Unknown	1	1%		5%
Asian				1%
Hawaiian/Other Pacific Islander				0%

■ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Survey Data Not Available

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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	11	18%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	52	31	65%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		6	46%	85%	88%	-39%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		10	77%	90%	90%	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	96%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		75%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
Discharges				0%
Services	▪	▪	▪	100%

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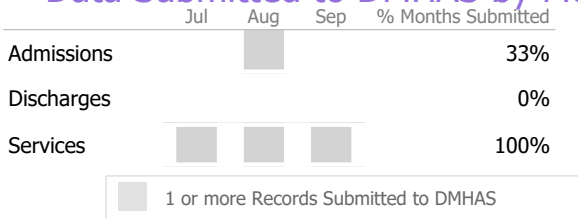
▲ > 10% Over	▼ < 10% Under

☐ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 108 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	2	-	
Discharges	1	-	
Service Hours	70	33	111% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Stable Living Situation		9	41%	85%	93%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		17	81%	90%	91%	-9%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	98%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		71%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
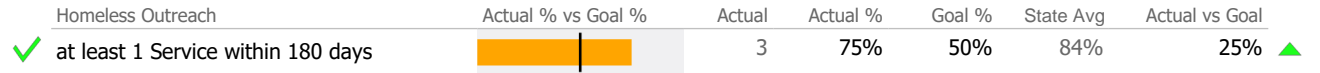
Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 65 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	23	13%	▲
Admits	4	7	-43%	▼
Discharges	-	3	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		3	75%	50%	84%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

[Actual] | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 43 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	57	2%	
Admits	9	25	-64%	▼
Discharges	6	15	-60%	▼
Bed Days	18,244	15,660	17%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

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

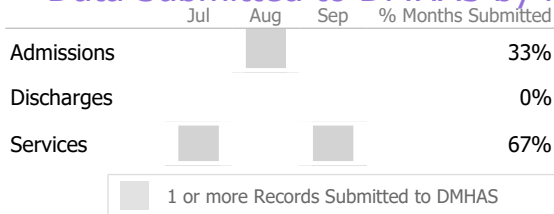* State Avg based on 4 Active Shelter Programs

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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	2	-	
Discharges	-	-	
Service Hours	21	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		1	50%	50%	84%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▉		33%
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 43 Active Outreach & Engagement Programs

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

SOAR - COVID 19
Friendship Service Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	▌ Goal	✓ Goal Met	● Below Goal

* State Avg based on 43 Active Outreach & Engagement Programs

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