

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	167	152	10%
	Admits	62	66	-6%
	Discharges	36	44	-18% ▼
	Service Hours	428	304	41% ▲
	Bed Days	61,504	47,412	30% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	98	56.0%
	Residential Services	77	44.0%

Client Demographics

Age	#	%	State Avg
18-25	14	8%	10%
26-34	32	19%	22%
35-44	33	20%	23%
45-54	40	24%	19%
55-64	33	20%	19%
65+	15	9%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	117	70%	68%
Hispanic-Other	50	30%	8% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11% ▼
Unknown			12% ▼

Gender	#	%	State Avg
Male	98	59%	59%
Female	69	41%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	116	69%	62%
Black/African American	43	26%	17%
Multiple Races	4	2%	1%
Other	2	1%	13% ▼
Am. Indian/Native Alaskan	1	1%	0%
Unknown	1	1%	6%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

Survey Data Not Available

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 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	14	14% ▲
Admits	4	3	33% ▲
Discharges	4	1	300% ▲
Service Hours	127	122	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	56%	85%	88%	-29% ▼

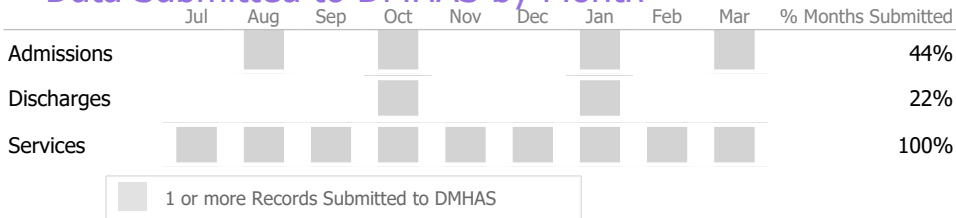
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	67%	90%	97%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	10%	83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 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	26	23	13% ▲
Admits	6	-	
Discharges	2	2	0%
Service Hours	233	169	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		13	50%	85%	95%	-35% ▼

Service Utilization

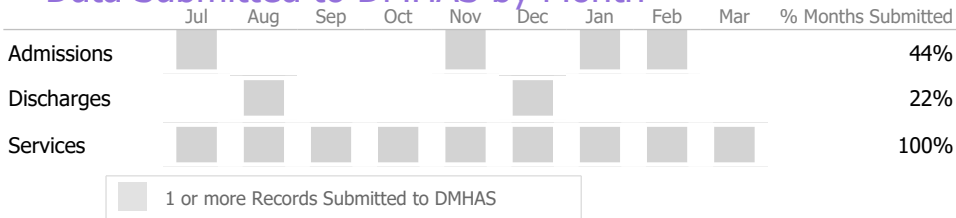
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	88%	90%	96%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

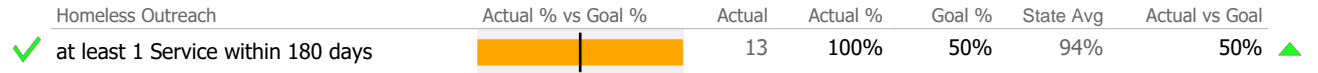
* State Avg based on 65 Active Supportive Housing – Development Programs

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

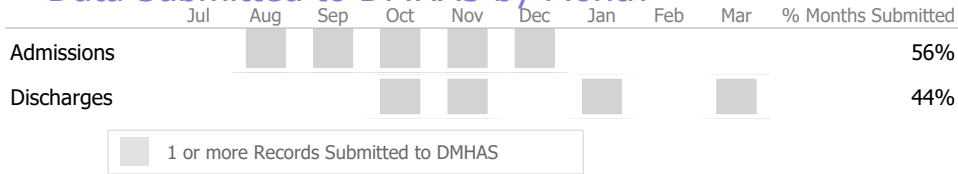
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	35	0%
Admits	13	19	-32% ▼
Discharges	19	15	27% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

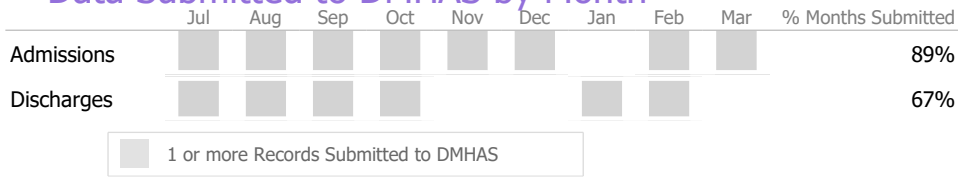
* State Avg based on 48 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	68	13% ▲
Admits	28	36	-22% ▼
Discharges	10	20	-50% ▼
Bed Days	61,504	47,412	30% ▲

Data Submitted to DMHAS by Month



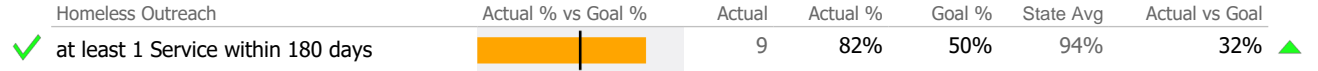
* State Avg based on 4 Active Shelter Programs

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

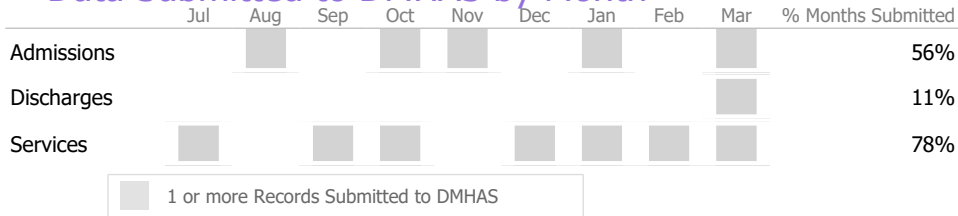
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	28	11% ▲
Admits	11	8	38% ▲
Discharges	1	6	-83% ▼
Service Hours	68	13	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs


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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 48 Active Outreach & Engagement Programs