

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	179	162	10%
	Admits	78	77	1%
	Discharges	56	56	0%
	Service Hours	468	412	13% ▲
	Bed Days	83,844	64,980	29% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	108	57.4%
	Residential Services	80	42.6%

Client Demographics

Age	#	%	State Avg
18-25	16	9%	10%
26-34	33	19%	22%
35-44	35	20%	23%
45-54	44	25%	18%
55-64	35	20%	18%
65+	15	8%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	124	69%	68%
Hispanic-Other	55	31%	9% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11% ▼
Unknown			12% ▼

Gender	#	%	State Avg
Male	105	59%	59%
Female	74	41%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	127	71%	61%
Black/African American	44	25%	17%
Multiple Races	3	2%	1%
Other	3	2%	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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	14	14% ▲
Admits	4	3	33% ▲
Discharges	4	2	100% ▲
Service Hours	134	165	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	56%	85%	87%	-29% ▼

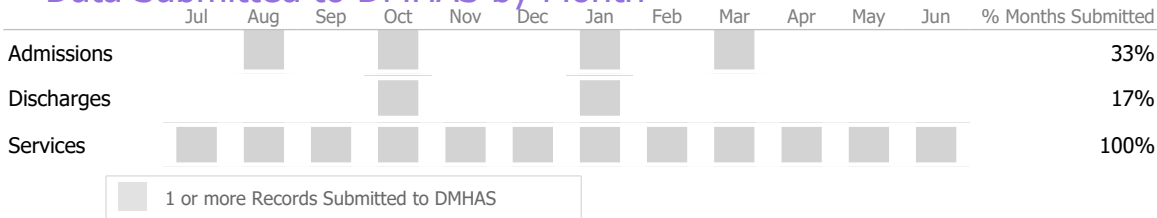
Service Utilization

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		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 110 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	6	2	200% ▲
Discharges	2	5	-60% ▼
Service Hours	261	219	19% ▲

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

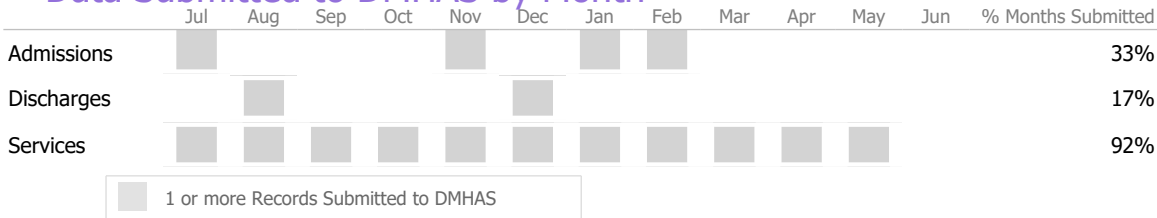
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	88%	90%	98%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

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.

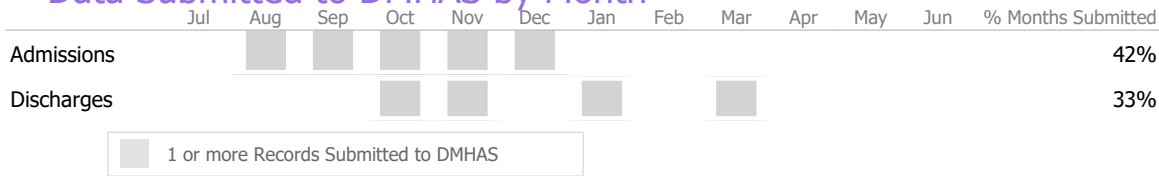
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	41	-15% ▼
Admits	13	25	-48% ▼
Discharges	19	19	0%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		13	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

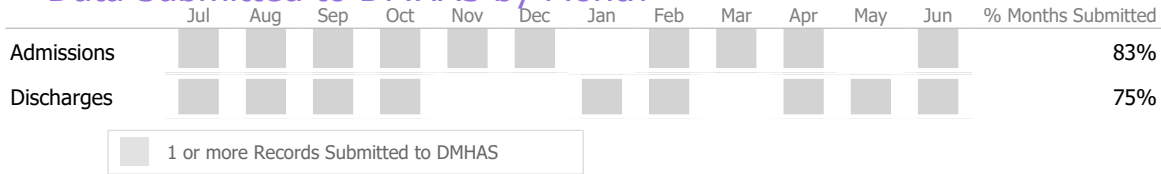
* State Avg based on 50 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	70	14% ▲
Admits	32	38	-16% ▼
Discharges	21	21	0%
Bed Days	83,844	64,980	29% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

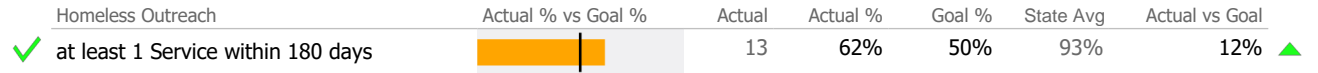
* State Avg based on 4 Active Shelter Programs

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

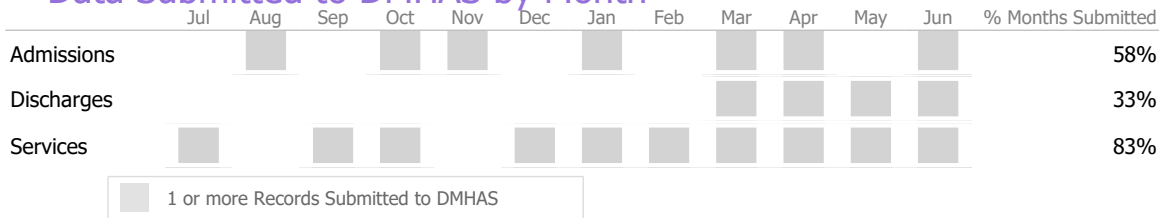
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	29	41% ▲
Admits	21	9	133% ▲
Discharges	10	9	11% ▲
Service Hours	73	28	156% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

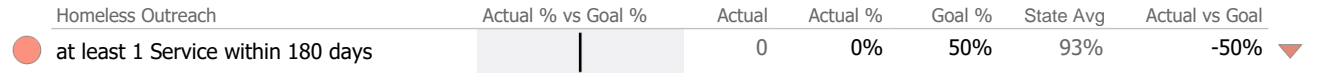
* State Avg based on 50 Active Outreach & Engagement Programs

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

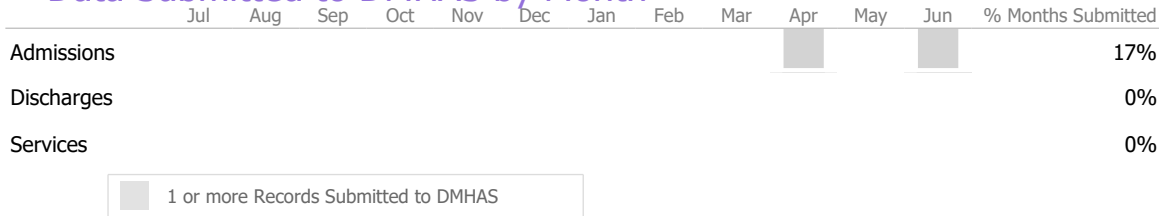
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs