Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 03, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	147	119	24%	▲
	Admits	94	68	38%	▲
	Discharges	71	59	20%	▲
	Service Hours	248	428	-42%	▼
	Bed Days	28,392	18,412	54%	▲

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

Consumer Satisfaction Survey   (Based on 98 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		87%	80%	91%
✓	Quality and Appropriateness		83%	80%	93%
✓	General Satisfaction		80%	80%	92%
●	Overall		78%	80%	91%
●	Participation in Treatment		75%	80%	92%
●	Access		65%	80%	88%
●	Recovery		58%	80%	79%
●	Outcome		51%	80%	83%

Legend: 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	79	51.3%
Addiction			
	Residential Services	75	48.7%

Client Demographics

Age

Age		#	%	State Avg
18-25		11	8%	10%
26-34		17	12%	20%
35-44		32	22%	24%
45-54		39	27%	18%
55-64		34	23%	19%
65+		13	9%	9%

Gender

Gender		#	%	State Avg
Male		85	58%	59%
Female		62	42%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		95	65%	68%
Hispanic-Other	▲	52	35%	9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican	▼			11%
Unknown	▼			12%

Race

Race		#	%	State Avg
White/Caucasian	▲	108	73%	61%
Black/African American		30	20%	17%
Multiple Races		5	3%	1%
Am. Indian/Native Alaskan		2	1%	1%
Other	▼	2	1%	13%
Asian				1%
Hawaiian/Other Pacific Islander				0%
Unknown				7%

Legend: 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 2022 - March 2023   (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	14	-29%	▼
Admits	1	4	-75%	▼
Discharges	1	5	-80%	▼
Service Hours	36	127	-71%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		3	30%	85%	86%	-55%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢							11%
Discharges	▢									11%
Services					▢	▢	▢	▢	▢	56%

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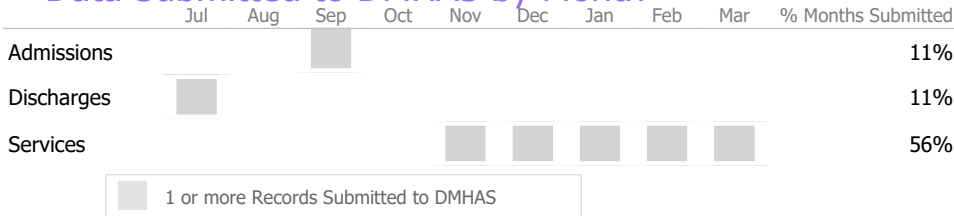
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 117 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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	24	-8%	
Admits	3	6	-50%	▼
Discharges	1	3	-67%	▼
Service Hours	126	233	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		15	68%	85%	94%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪					▪		33%
Discharges			▪							11%
Services		▪	▪		▪	▪	▪	▪	▪	78%

☐ 1 or more Records Submitted to DMHAS
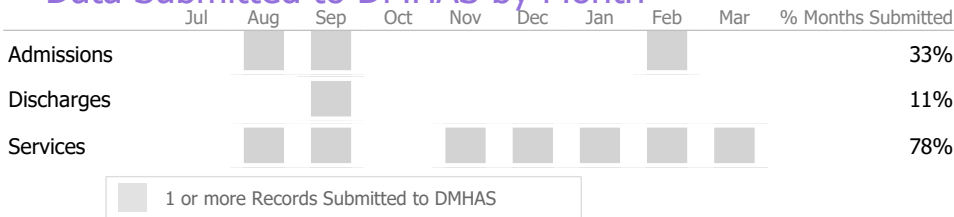
▲ > 10% Over   ▼ < 10% Under
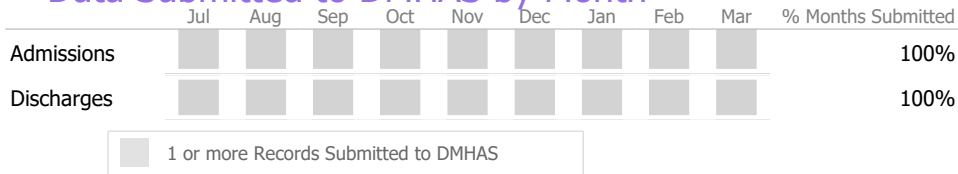
◼ Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

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

Shelter
Friendship Service Center
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	46	63%	▲
Admits	59	33	79%	▲
Discharges	46	23	100%	▲
Bed Days	28,392	18,412	54%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

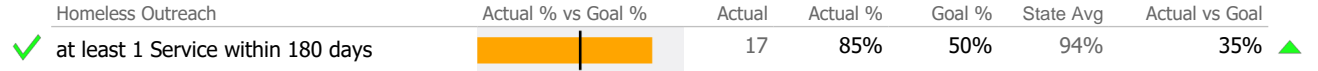|	
▲ > 10% Over	▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Shelter Programs

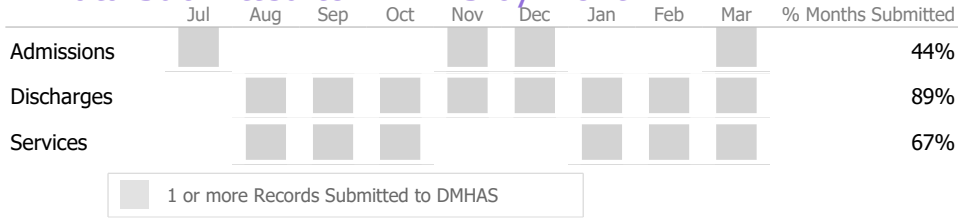Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	24	67%	▲
Admits	20	12	67%	▲
Discharges	18	3	500%	▲
Service Hours	56	68	-19%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		17	85%	50%	94%	35%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢				▢	▢			▢	44%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢	89%
Services		▢	▢	▢			▢	▢	▢	67%

▢ 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

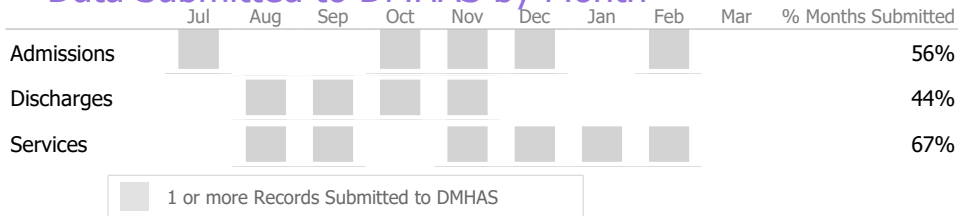Variances in data may be indicative of operational adjustments related to the pandemic.

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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	11	-	
Discharges	5	-	
Service Hours	31	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		9	82%	50%	94%	32% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢			▢	▢	▢		▢		56%
Discharges		▢	▢	▢	▢					44%
Services		▢	▢		▢	▢	▢	▢		67%

▢ 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

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