

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	162	136	19%	▲
	Admits	111	87	28%	▲
	Discharges	96	85	13%	▲
	Service Hours	352	474	-26%	▼
	Bed Days	38,412	26,004	48%	▲

▲ > 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%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ■ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	91	53.2%
	Case Management	80	46.8%
Mental Health			

Client Demographics

Age	#	%	State Avg
18-25	12	7%	10%
26-34	21	13%	21%
35-44	35	22%	24%
45-54	43	27%	18%
55-64	36	22%	18%
65+	14	9%	9%

Gender	#	%	State Avg
Male	95	59%	59%
Female	67	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	103	64%	67%
Hispanic-Other	59	36%	▲ 9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	117	72%	▲ 60%
Black/African American	34	21%	18%
Multiple Races	7	4%	1%
Am. Indian/Native Alaskan	2	1%	1%
Other	2	1%	▼ 12%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			7%

■ 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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	14	-29% ▼
Admits	1	4	-75% ▼
Discharges	1	5	-80% ▼
Service Hours	50	134	-63% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	20%	85%	86%	-65% ▼

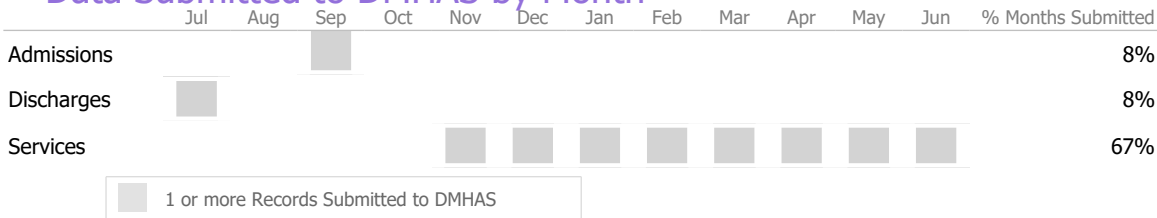
Service Utilization

	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		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variations 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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	24	-8%
Admits	3	6	-50% ▼
Discharges	1	5	-80% ▼
Service Hours	172	267	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		16	73%	85%	94%	-12% ▼

Service Utilization

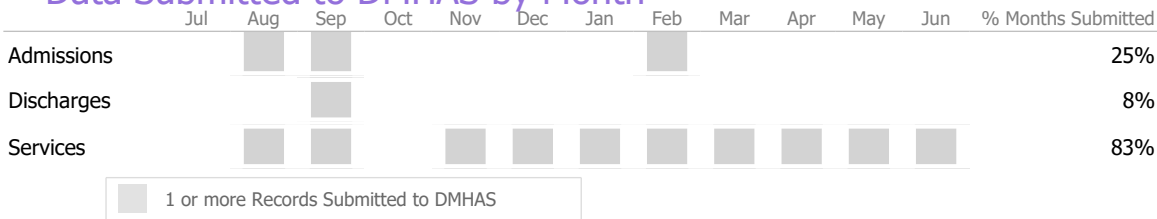
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

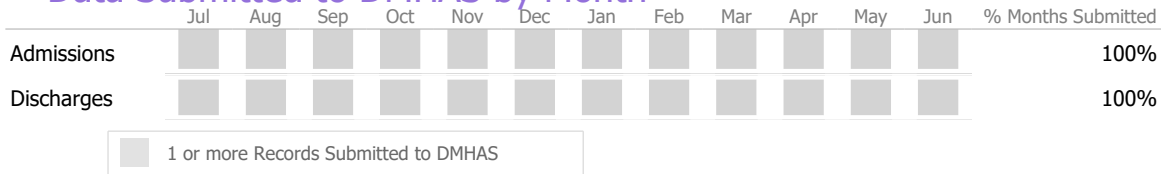
* State Avg based on 66 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	52	75% ▲
Admits	76	39	95% ▲
Discharges	65	36	81% ▲
Bed Days	38,412	26,004	48% ▲

Data Submitted to DMHAS by Month



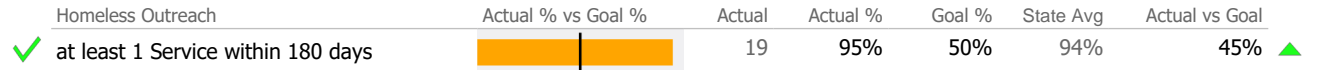
* State Avg based on 5 Active Shelter Programs

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

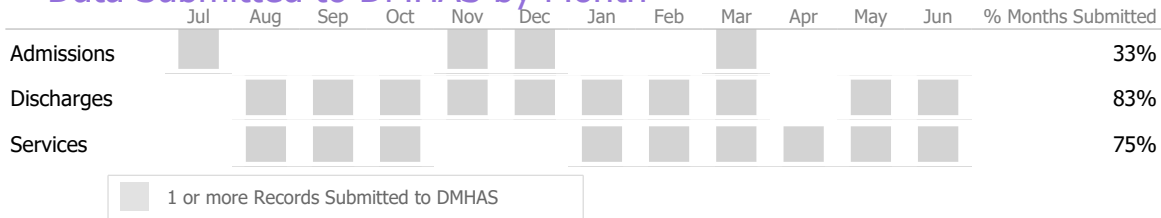
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	35	17% ▲
Admits	20	23	-13% ▼
Discharges	22	14	57% ▲
Service Hours	92	73	27% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

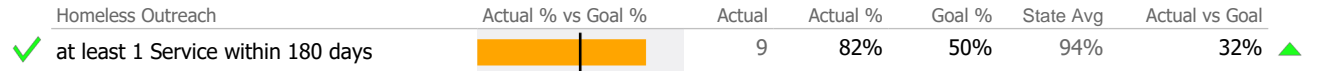
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

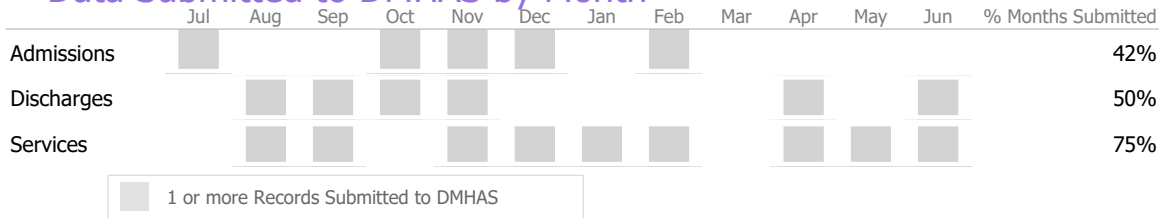
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	2	550% ▲
Admits	11	2	450% ▲
Discharges	7	-	
Service Hours	38	-	

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