Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	149	162	-8%	
	Admits	80	112	-29%	▼
	Discharges	79	98	-19%	▼
	Service Hours	550	352	56%	▲
	Bed Days	10,796	9,511	14%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Residential Services	89	57.8%
Mental Health			
	Case Management	65	42.2%

Consumer Satisfaction Survey (Based on 61 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		92%	80%	91%
✓	Quality and Appropriateness		92%	80%	93%
✓	Access		87%	80%	88%
✓	Participation in Treatment		86%	80%	92%
✓	General Satisfaction		85%	80%	92%
●	Respect		78%	80%	91%
●	Recovery		60%	80%	79%
●	Outcome		58%	80%	83%

Satisfied %	Goal %	0-80%	80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	6	4%	9%
26-34	26	18%	20%
35-44	32	22%	25%
45-54	31	21%	18%
55-64	33	22%	18%
65+	20	14%	9%

Gender

Gender	#	%	State Avg
Male	91	61%	60%
Female	58	39%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Hispanic-Other	141	95%	▲	11%
Non-Hispanic	8	5%	▼	64%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Unknown			▼	15%

Race

Race	#	%		State Avg
White/Caucasian	70	47%	▼	58%
Multiple Races	35	23%	▲	1%
Black/African American	29	19%		17%
Other	13	9%		12%
Asian	1	1%		1%
Hawaiian/Other Pacific Islander	1	1%		0%
Am. Indian/Native Alaskan				1%
Unknown				9%

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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	86	50	74% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	85%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions											▪		8%
Discharges									▪				8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 118 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	22	0%	
Admits	2	3	-33%	▼
Discharges	1	2	-50%	▼
Service Hours	213	172	24%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	▓▓▓	21	95%	85%	93%	10%

Service Utilization

		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	▓▓	87%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates	▓▓	100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▓			▓						17%
Discharges						▓							8%
Services		▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	100%

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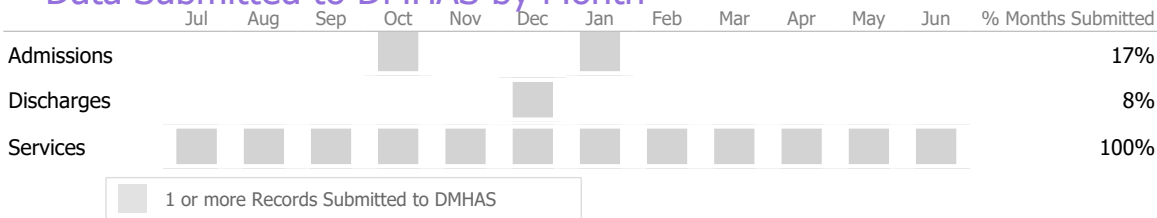
▲ > 10% Over   ▼ < 10% Under
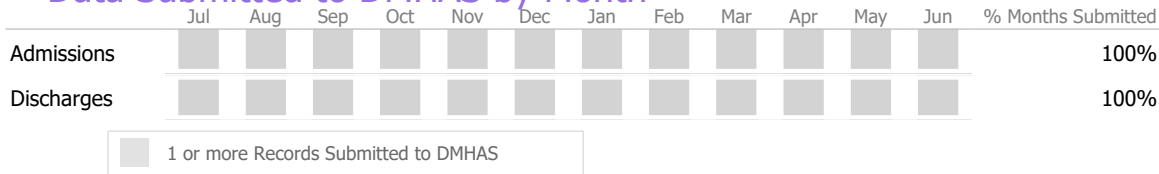
▓ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 67 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	92	-3%	
Admits	65	77	-16%	▼
Discharges	63	66	-5%	
Bed Days	10,796	9,511	14%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

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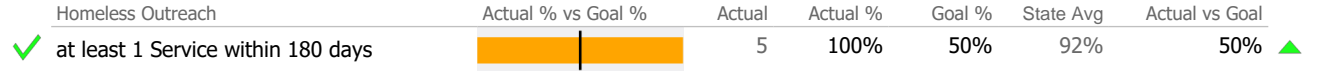
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 5 Active Shelter Programs

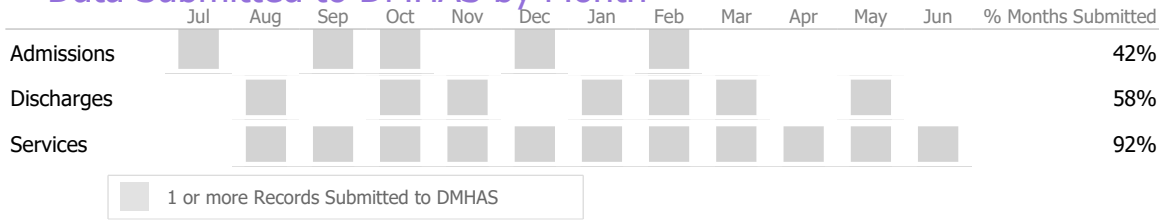Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	40	-43%	▼
Admits	5	20	-75%	▼
Discharges	11	22	-50%	▼
Service Hours	134	92	45%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		5	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪		▪		▪					42%
Discharges		▪		▪	▪		▪	▪	▪		▪		58%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 60 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	7	11	-36% ▼
Discharges	3	7	-57% ▼
Service Hours	117	38	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	100%	50%	92%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪												8%
Discharges			▪		▪								17%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual		Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 60 Active Outreach & Engagement Programs

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