Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024   (Data as of Mar 18, 2025)
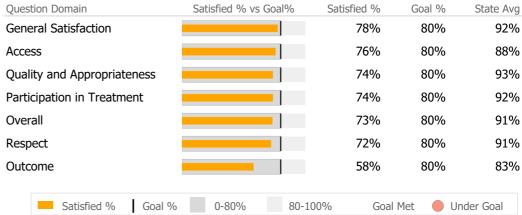
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	110	123	-11%	▼
	Admits	32	49	-35%	▼
	Discharges	41	45	-9%	
	Service Hours	139	315	-56%	▼
	Bed Days	5,333	5,210	2%	

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

Consumer Satisfaction Survey   (Based on 60 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
● General Satisfaction		78%	80%	92%
● Access		76%	80%	88%
● Quality and Appropriateness		74%	80%	93%
● Participation in Treatment		74%	80%	92%
● Overall		73%	80%	91%
● Respect		72%	80%	91%
● Outcome		58%	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		59	52.2%
Mental Health				
	Case Management		54	47.8%

Client Demographics

Age

		#	%	State Avg
18-25		3	3%	8%
26-34		14	13%	19%
35-44		27	25%	25%
45-54		21	19%	18%
55-64		23	21%	19%
65+		21	19%	11%

Gender

		#	%	State Avg
Male		60	55%	59%
Female		50	45%	41%
Transgender/Other				0%

Ethnicity

		#	%	State Avg
Hispanic-Other		110	100% ▲	11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Non-Hispanic			▼	64%
Unknown			▼	14%

Race

		#	%	State Avg
White/Caucasian		50	45% ▼	58%
Multiple Races		23	21% ▲	1%
Black/African American		21	19%	18%
Other		15	14%	12%
Asian		1	1%	1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				9%

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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	27	50	-46%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	90%	85%	83%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▪	17%
Discharges							0%
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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	
Admits	-	1	-100%	▼
Discharges	3	1	200%	▲
Service Hours	89	93	-4%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		24	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		21	88%	90%	89%	-2%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		86%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				▪			17%
Services		▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Shelter
Friendship Service Center
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)
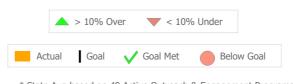
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	62	-5%	
Admits	31	37	-16%	▼
Discharges	31	36	-14%	▼
Bed Days	5,333	5,210	2%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	22	-45%	▼
Admits	-	4	-100%	▼
Discharges	3	5	-40%	▼
Service Hours	14	90	-84%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days		0	0%	50%	91%	-50%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				▢			17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

SOAR - COVID 19
Friendship Service Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
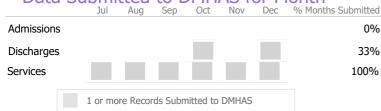Program Quality Dashboard
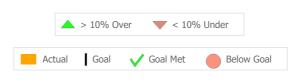Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	-	7	-100%	▼
Discharges	4	3	33%	▲
Service Hours	9	81	-89%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days		0	0%	50%	91%	-50%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				▢		▢	33%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs