Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025 (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	112	110	2%	
	Admits	37	32	16%	▲
	Discharges	38	41	-7%	
	Service Hours	95	139	-31%	▼
	Bed Days	6,284	5,333	18%	▲

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

Consumer Satisfaction Survey (Based on 63 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		80%	80%	93%
Participation in Treatment		77%	80%	92%
General Satisfaction		76%	80%	92%
Overall		76%	80%	91%
Access		71%	80%	88%
Respect		69%	80%	91%
Outcome		61%	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	70	61.4%
Mental Health			
	Case Management	44	38.6%

Client Demographics

Age	#	%	State Avg
18-25	2	2%	8%
26-34	11	10%	18%
35-44	25	22%	25%
45-54	32	29%	19%
55-64	25	22%	19%
65+	17	15%	12%

Gender	#	%	State Avg
Male	64	57%	59%
Female	48	43%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hispanic-Other	112	100 % ▲	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Non-Hispanic		▼	64%
Unknown		▼	13%

Race	#	%	State Avg
White/Caucasian	58	52%	59%
Other	23	21%	12%
Black/African American	19	17%	18%
Multiple Races	11	10%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			8%

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	13	27	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%

Periodic Submitted	Actual	State Avg
6 Month Updates	50%	82%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	95%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	25	-16%	▼
Admits	-	-		
Discharges	2	3	-33%	▼
Service Hours	57	89	-36%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	99%

Periodic Submitted	Actual	State Avg
6 Month Updates	58%	83%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		20	95%	85%	90%	10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	100%	90%	93%	10%

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 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	59	19%	▲
Admits	37	31	19%	▲
Discharges	35	31	13%	▲
Bed Days	6,284	5,333	18%	▲

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 6 Active Shelter 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	10		▼
Admits	-	-		
Discharges	-	4	-100%	▼
Service Hours	-	9	-100%	▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - December 2025

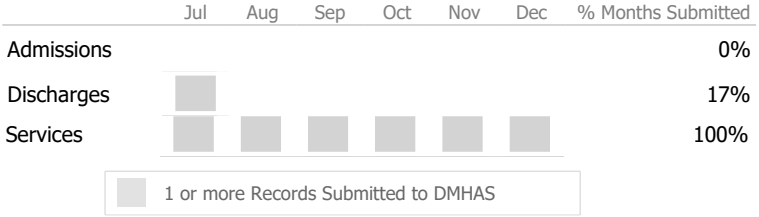
Program Activity

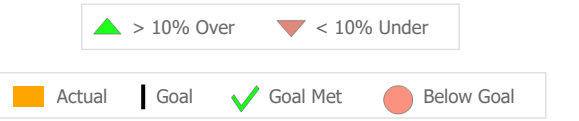
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	11	27%	▲
Admits	-	-		
Discharges	1	3	-67%	▼
Service Hours	25	14	76%	▲

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%	92%	-50%	▼

Data Submitted to DMHAS for Month





* State Avg based on 50 Active Outreach & Engagement Programs