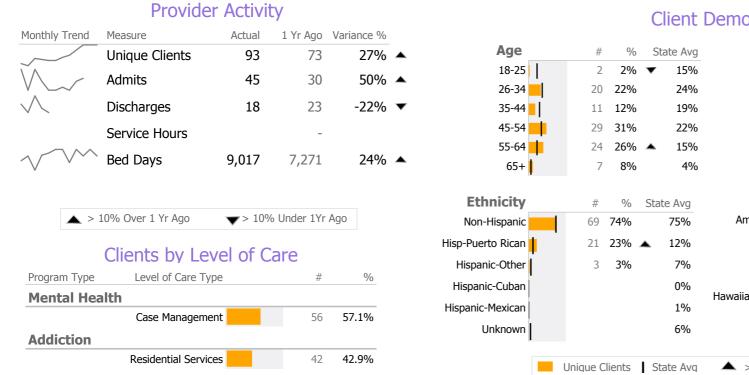
Friendship Service Center

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)



Client Demographics

	#	%	Sta	ite Avg	Gender		#	%	Sta	ate Avg
	2	2%	\mathbf{v}	15%	Male		60	65%		60%
	20	22%		24%	Female		33	35%		40%
	11	12%		19%	Transgender					0%
	29	31%		22%						
	24	26%		15%						
	7	8%		4%	Race		#	%	Sta	ate Avg
					White/Caucasian		58	62%		65%
	#	%	State	e Avg	Black/African American	•	21	23%		16%
1	69	74%		75%	Am. Indian/Native Alaskan		13	14%		1%
	21	23%		12%	Other		1	1%	▼	13%
	3	3%		7%	Asian					1%
				0%	Multiple Races					1%
					Hawaiian/Other Pacific Islander					0%
				1%	Unknown					3%
				6%						
	Unique C	lients	Sta	te Avg	▲ > 10% Over State Avg	$\mathbf{\overline{v}}$	> 10% U	nder S	tate /	Avg

Survey Data Not Available

HAL - Home At Last

Friendship Service Center Mental Health - Case Management - Supportive Housing – Scattered Site

Recovery

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	10	-	
Discharges	-	-	
Service Hours	-	-	

National Recovery Measures (NOMS) Actual % vs Goal % Actual vs Goal Actual Actual % Goal % State Avg 10 100% 85% 79% 15% 🔺 Stable Living Situation Service Utilization Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal Actual **Clients Receiving Services** 0 0% 90% 95% N/A 🔻

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admission	s												42%
Discharge	S												0%
Services													0%
	1 or m	nore Recor	ds Subr	nitted to	DMHAS								

	> 10% 0	ver 🛛 🔻 < 10%	6 Under	
Actual	Goal	🖌 Goal Met	Below	Goal

* State Avg based on 71 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	22	-14%	•
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	-	-		

Recovery

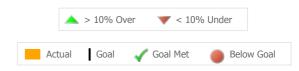
	,							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		19	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		0	0%	90%	90%	N/A	-

Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	71%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admission	S													0%
Discharge	S													0%
Services														0%
	1	L or mo	re Recor	ds Subm	itted to	DMHAS								



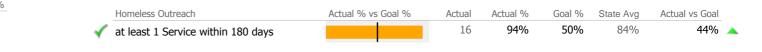
* State Avg based on 54 Active Supportive Housing – Development Programs

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17		
Admits	17	-	
Discharges	1	-	

Service Engagement



Data Submitted to DMHAS by Month

	J	ul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	S													42%
Discharges	5													8%
	1 0	r more	e Recor	ds Subrr	nitted to D	OMHAS								

	> 10% 0	ver 🔻 < 10%	% Under	
Actual	Goal	🖌 Goal Met	Belov	v Goal

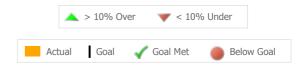
* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	44	-5%
Admits	18	27	-33% 🔻
Discharges	17	20	-15% 🔻
Bed Days	9,017	7,271	24% 🔺

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													42%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								



* State Avg based on 7 Active Shelter Programs