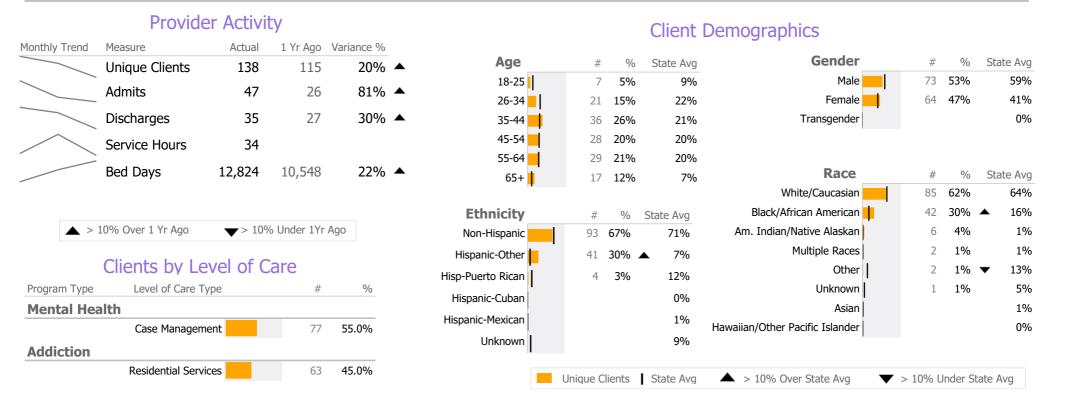
#### **Friendship Service Center**

New Britain, CT

### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)



#### Survey Data Not Available

#### HAL - Home At Last

Friendship Service Center Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Quality Dashboard

# Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1	-	

#### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		0	0%	85%	90%	-85% 🤜	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		1	8%	90%	93%	-82%	

# Data Submission Quality

	Data Entry	Actual	Sta	ate Avg
	Valid NOMS Data	N/	A	93%
	On-Time Periodic	Actu	al	State Avg
	6 Month Updates	00	%	88%
$\sim$				

# Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admission	s				0%
Discharge	5				0%
Services					33%
		1 or mo	re Recoi	rds Subr	nitted to DMHAS

	> 10% O	ver <b>v</b> < 100	% Under	
Actual	Goal	V Goal Met	Below Goa	I

\* State Avg based on 98 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 2019 - September 2019 (Data as of Dec 27, 2019)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	28	7%
Admits	3	-	
Discharges	-	-	
Service Hours	1	-	

#### Recovery

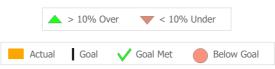
· ·							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		7	23%	85%	88%	-62%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		2	7%	90%	92%	-83%	

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97	% 99%
On-Time Periodic	Acti	ual State Avg
6 Month Updates	19	% 79%

#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				33%
	1 or mo	re Recor	ds Subr	nitted to DMHAS



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

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	30	-27%	▼
Admits	7	5	40%	
Discharges	8	13	-38%	•

# Service Engagement



## Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
	1 or mo	ore Reco	rds Subr	mitted to DMHAS

▲ > 10% Over ▼ < 10% Under	
Actual 🛛 Goal 🗸 Goal Met 🛑 Below Goa	I

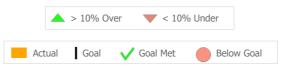
\* State Avg based on 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	46	37% 🔺
Admits	30	20	50% 🔺
Discharges	24	14	71% 🔺
Bed Days	12,824	10,548	22% 🔺

# Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
1 or more Records Submitted to DMHAS				



\* State Avg based on 4 Active Shelter Programs

# **Program Activity**

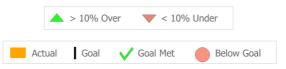
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	5	280%	
Admits	7	1	600%	
Discharges	3	-		
Service Hours	33			

# Service Engagement



# Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%
	1 or more Records Submitted to DMHAS			



\* State Avg based on 45 Active Outreach & Engagement Programs