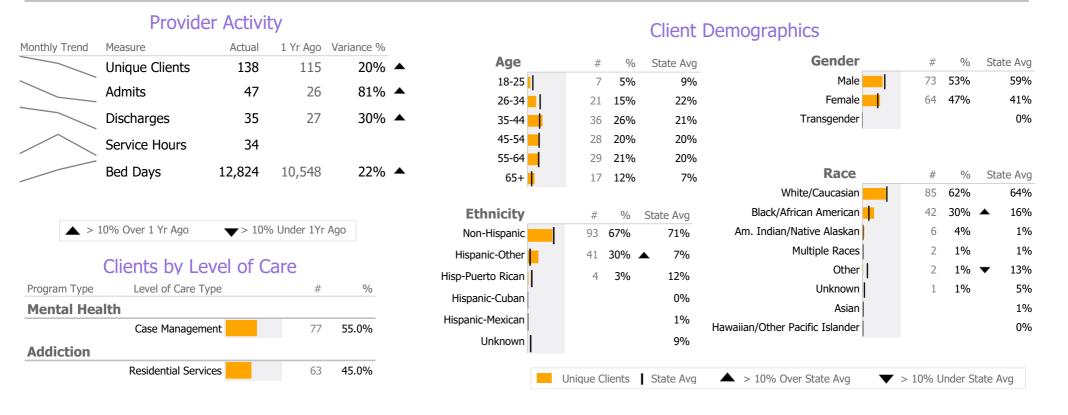
Friendship Service Center

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 v < 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

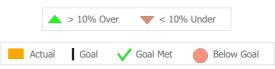
| · · | | | | | | | |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| Stable Living Situation | | 7 | 23% | 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

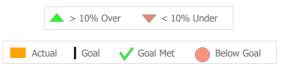
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|--|
| Unique Clients | 19 | 5 | 280% | |
| Admits | 7 | 1 | 600% | |
| Discharges | 3 | - | | |
| Service Hours | 33 | | | |

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