#### **Friendship Service Center**

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

## **Provider Activity**

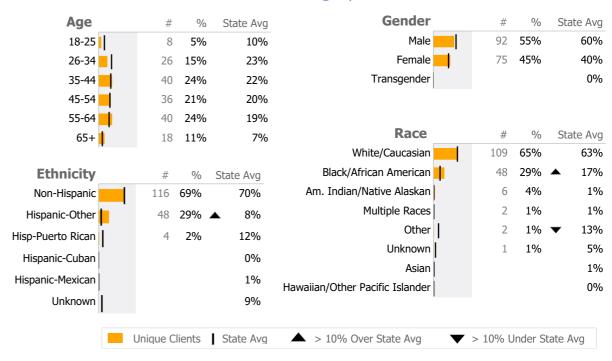




#### Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Residential Services	89	52.0%
Mental Healt	:h		
	Case Management	82	48.0%

## **Client Demographics**



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 Program Quality Dashboard

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

82%

90%

95%

-8%

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	-	
Discharges	1	-	
Service Hours	56	_	

#### Recovery

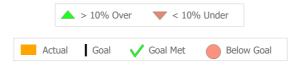
Clients Receiving Services

National Recovery Measures	(NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation			1	8%	85%	89%	-77%
Service Utilizat	tion						
		Astro-10/ vs Casl 0/	A -41	A -h 1 0/	CI 0/	State Ava	A abusal us Casal

#### **Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	80%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	91%

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							0%
Discharges	5							17%
Services								33%
		1 or more Records Submitted to DMHAS						



<sup>\*</sup> 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 - December 2019 (Data as of Apr 06, 2020)

## **Program Activity**

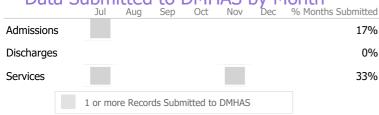
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	28	7%
Admits	3	-	
Discharges	-	1	-100% <b>▼</b>
Service Hours	18	_	

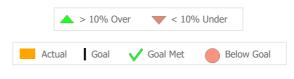
## Recovery

Clients Receiving Services		8	27%	90%	95%	-63%	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Service Utilization							
Stable Living Situation		7	23%	85%	90%	-62%	
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

#### **Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	11%	82%





<sup>\*</sup> State Avg based on 66 Active Supportive Housing – Development Programs

#### **PATH - Outreach and Eng**

Friendship Service Center

Mental Health - Case Management - Outreach & Engagement

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

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

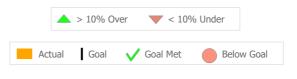
#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	35	<b>-26</b> % <b>▼</b>
Admits	11	10	10%
Discharges	14	23	-39% ▼

#### Service Engagement







<sup>\*</sup> State Avg based on 46 Active Outreach & Engagement Programs

Friendship Service Center

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	73	22%	•
Admits	56	47	19%	•
Discharges	39	42	-7%	
Bed Days	29,640	22,080	34%	•

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



<sup>\*</sup> State Avg based on 4 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 2019 - December 2019 (Data as of Apr 06, 2020)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	7	186%	•
Admits	8	3	167%	•
Discharges	5	-		
Service Hours	50	1		

#### Service Engagement



Data	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
Services							50%
	1 or more Records Submitted to DMHAS						



<sup>\*</sup> State Avg based on 46 Active Outreach & Engagement Programs