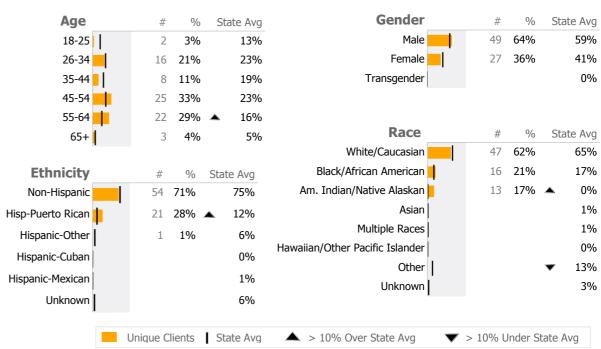**Friendship Service Center**
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	76	59	29%	▲
	Admits	28	16	75%	▲
	Discharges	17	7	143%	▲
	Service Hours		-		
	Bed Days	4,467	3,523	27%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Residential Services		42	51.9%
Mental Health				
	Case Management		39	48.1%

Client Demographics

Age

Age		#	%	State Avg
18-25		2	3%	13%
26-34		16	21%	23%
35-44		8	11%	19%
45-54		25	33%	23%
55-64	▲	22	29%	16%
65+		3	4%	5%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		54	71%	75%
Hisp-Puerto Rican	▲	21	28%	12%
Hispanic-Other		1	1%	6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				6%

Gender

Gender		#	%	State Avg
Male		49	64%	59%
Female		27	36%	41%
Transgender				0%

Race

Race		#	%	State Avg
White/Caucasian		47	62%	65%
Black/African American		16	21%	17%
Am. Indian/Native Alaskan	▲	13	17%	0%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other	▼			13%
Unknown				3%

▮ Unique Clients	❘ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

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 2015 - December 2015   (Data as of Mar 22, 2016)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		10	100%	85%	80%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	88%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% 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 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		19	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	88%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	68%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 54 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Data Submitted to DMHAS by 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 38 Active Outreach & Engagement Programs

Shelter 603850
Friendship Service Center
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
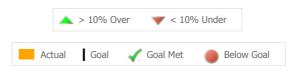Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	30	40%	▲
Admits	18	13	38%	▲
Discharges	17	6	183%	▲
Bed Days	4,467	3,523	27%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢		83%
Discharges	▢	▢	▢	▢	▢		83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	❘ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 7 Active Shelter Programs