Friendship Service Center
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	134	185	-28%	▼
	Admits	81	187	-57%	▼
	Discharges	147	198	-26%	▼
	Service Hours	33	75	-57%	▼
	Bed Days	10,928	13,662	-20%	▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	128	95.5%
Addiction			
	Residential Services	73	54.5%

Client Demographics

Age

Age	#	%		State Avg
18-25	11	8%		17%
26-34	27	20%		22%
35-44	20	15%		20%
45-54	49	37%	▲	24%
55-64	26	19%		13%
65+	1	1%		4%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	90	67%		74%
Hisp-Puerto Rican	40	30%	▲	12%
Hispanic-Other	4	3%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Unknown				7%

Gender

Gender	#	%	State Avg
Male	84	63%	60%
Female	50	37%	40%

Race

Race	#	%		State Avg
White/Caucasian	67	50%	▼	64%
Am. Indian/Native Alaskan	42	31%	▲	1%
Black/African American	20	15%		17%
Other	4	3%	▼	15%
Hawaiian/Other Pacific Islander	1	1%		0%
Asian				1%
Multiple Races				1%
Unknown				2%

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

Survey Data Not Available

Arch St FSC Path Prgm 828-294
Friendship Service Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	161	-33%	▼
Admits	48	96	-50%	▼
Discharges	96	108	-11%	▼
Service Hours	32	72	-56%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		24	50%	50%	79%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪		83%
Services		▪		▪	▪	▪		▪					42%

▪ 1 or more Records Submitted to DMHAS
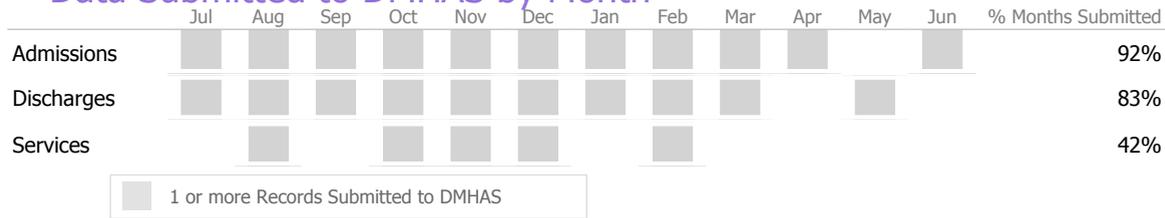
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	27	-19%	▼
Admits	-	7	-100%	▼
Discharges	3	5	-40%	▼
Service Hours		-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		21	95%	85%	80%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		1	5%	90%	90%	-85% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	59%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges					▢	▢							17%
Services					▢								8%

▢ 1 or more Records Submitted to DMHAS
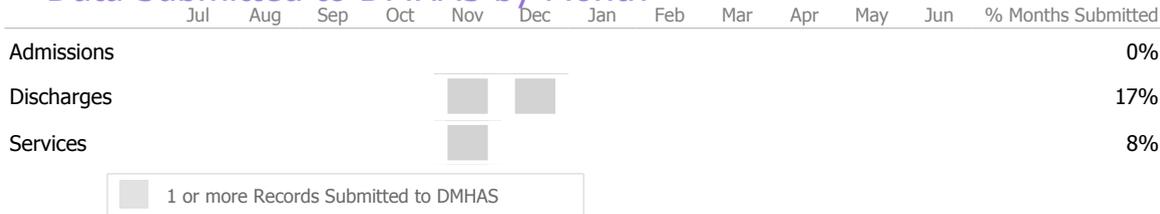
▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Shelter 603850
Friendship Service Center
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	122	-40%	▼
Admits	33	84	-61%	▼
Discharges	48	85	-44%	▼
Bed Days	10,928	13,662	-20%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪			▪		▪		67%
Discharges	▪	▪	▪	▪	▪	▪			▪				58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
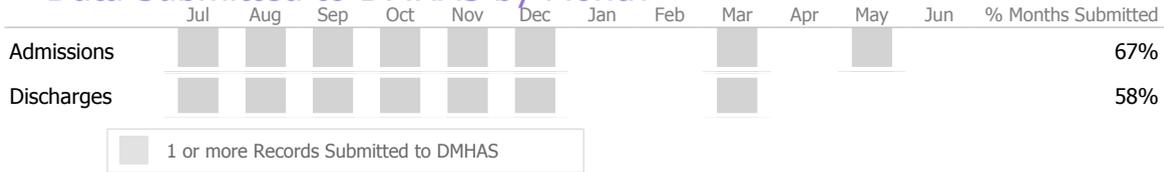
* State Avg based on 7 Active Shelter Programs