Friendship Service Center

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Provider Activity Client Demographics 1 Yr Ago Variance % Monthly Trend Measure Actual **Gender** % Age # # State Avg State Avg **Unique Clients** 68 50 36% 18-25 3% Male 42 62% 58% 2 13% Admits 20 186% 42% 26-34 13 19% 22% Female 26 38% 200% Discharges 12 19% 35-44 8 12% 45-54 32% 24% 22 Service Hours **Race** State Avg 17% 55-64 20 29% **Bed Days** 2,178 1,630 34% 🔺 White/Caucasian 42 62% 66% 65+ 4% 5% Am. Indian/Native Alaskan 13 19% 🔺 0% Black/African American 13 19% 16% **Ethnicity** # % State Avg > 10% Under 1Yr Ago > 10% Over 1 Yr Ago 1% Asian Non-Hispanic 48 71% 75% Multiple Races 1% Hisp-Puerto Rican 19 28% 🔺 12% Clients by Level of Care 0% Hawaiian/Other Pacific Islander Hispanic-Other 6% 1 1% Program Type Level of Care Type % 13% # Other Hispanic-Cuban 0% **Mental Health** Unknown 3% Hispanic-Mexican 1% Case Management 37 50.7% Unknown 5% **Addiction** Residential Services 36 49.3% Unique Clients | State Avg ▼ > 10% Under State Avg > 10% Over State Avq

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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	-	-	
Service Hours	-	_	

Recovery

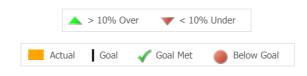
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	80%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admission	s				100%
Discharge	S				0%
Services					0%
		1 or mo	re Recor	ds Sub	mitted to DMHAS



^{*} State Avg based on 70 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	-	1	-100%	•
Discharges	-	-		
Service Hours	_	_		

Recovery

	Clients Receiving Services		0	0%	90%	85%	N/A	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Service Utilization							
1	Stable Living Situation		19	100%	85%	90%	15%	_
	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	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%

Data Submitted to DMHAS by Month

	Ju	i Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%
	1 or	more Reco	ords Subi	mitted to DMHAS



^{*} 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Data Submitted to DMHAS by Month Submitted Month Submitted





^{*} State Avg based on 38 Active Outreach & Engagement Programs

Permanent Supportive Housing

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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Data Submission Quality

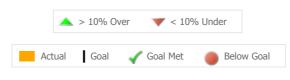
Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	ore Recor	ds Subr	mitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		N/A	N/A	85%	82%	-85%	_
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	86%	N/A	_



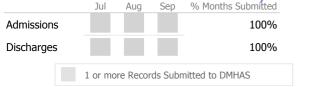
^{*} State Avg based on 70 Active Supportive Housing – Scattered Site Programs

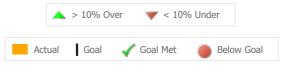
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	23	57%	•
Admits	12	6	100%	•
Discharges	12	4	200%	•
Bed Days	2,178	1,630	34%	•

Data Submitted to DMHAS by Month Submitted Month Submitted





^{*} State Avg based on 7 Active Shelter Programs