Friendship Service Center

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Provider Activity

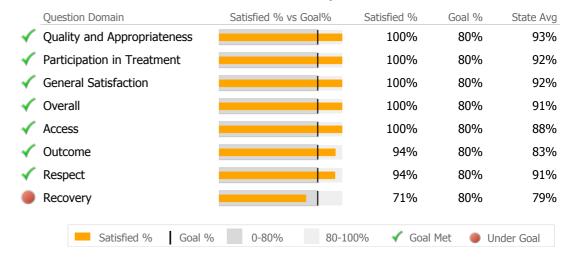




Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---------------------|----------------------|----|-------|
| Mental Healt | h | | |
| | Case Management | 55 | 68.8% |
| Addiction | | | |
| | Residential Services | 25 | 31.3% |

Consumer Satisfaction Survey (Based on 18 FY16 Surveys)



Client Demographics

| Age | # | % | Sta | ate Avg | Gender | # | % | State Avg |
|-------------------|----------|---------|----------|---------|---------------------------------|----------------|---------|--------------|
| 18-25 | | | • | 12% | Male | 49 | 64% | 58% |
| 26-34 | 11 | 14% | , | 22% | Female | 28 | 36% | 42% |
| 35-44 | 14 | 18% |) | 19% | Transgender | | | 0% |
| 45-54 | 19 | 25% |) | 23% | | | | |
| 55-64 | 24 | 31% | _ | 18% | | | | |
| 65+ | 9 | 12% |) | 6% | Race | # | % | State Avg |
| | | | | | White/Caucasian | 46 | 60% | 65% |
| Ethnicity | # | % | Stat | e Avg | Black/African American | 19 | 25% | 16% |
| Non-Hispanic | 57 | 74% | | 75% | Am. Indian/Native Alaskan | 12 | 16% | 1 % |
| Hisp-Puerto Rican | 18 | 23% | ^ | 12% | Asian | | | 1% |
| Hispanic-Other | 2 | 3% | | 7% | Multiple Races | | | 1% |
| Hispanic-Cuban | | | | 0% | Hawaiian/Other Pacific Islander | | | 0% |
| · | | | | | Other | | | ▼ 13% |
| Hispanic-Mexican | | | | 1% | Unknown | | | 3% |
| Unknown | | | | 6% | • | | | |
| | Unique (| Clients | Sta | ate Avg | ▲ > 10% Over State Avg | 7 > 10% | Under S | itate Avg |

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 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 10 | 8 | 25% | • |
| Admits | - | 8 | -100% | • |
| Discharges | - | - | | |
| Service Hours | _ | _ | | |

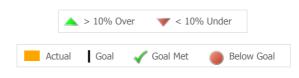
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|----------|
| Stable Living Situation | | 10 | 100% | 85% | 79% | 15% | _ |
| Service Utilization | | | | | | | |
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| Clients Receiving Services | | 0 | 0% | 90% | 92% | N/A | V |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | N/A | 98% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 0% | 75% |

| | | Jul | Aug | Sep | % Months Submitted |
|-----------|---|---------|----------|---------|--------------------|
| Admission | S | | | | 0% |
| Discharge | 5 | | | | 0% |
| Services | | | | | 0% |
| | | 1 or mo | re Recor | ds Subr | nitted to DMHAS |



^{*} 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 2016 - September 2016 (Data as of Jan 06, 2017)

0%

90%

87%

N/A 🤝

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 19 | 19 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | _ | _ | |

Recovery

Clients Receiving Services

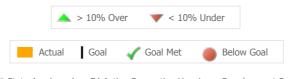
| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|----------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| √ | Stable Living Situation | | 18 | 95% | 85% | 83% | 10% | |
| | Service Utilization | | | | | | | |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |

0

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | N/A | 98% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 0% | 69% |

| | | Jul | Aug | Sep | % Months Submitted |
|------------|---|---------|----------|---------|--------------------|
| Admission | S | | | | 0% |
| Discharges | 5 | | | | 0% |
| Services | | | | | 0% |
| | | 1 or mo | re Recor | ds Subr | nitted 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 2016 - September 2016 (Data as of Jan 06, 2017)

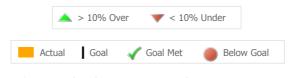
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16 | | |
| Admits | - | - | |
| Discharges | - | - | |

Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| at least 1 Service within 180 days | | 0 | 0% | 50% | 93% | -50% | |

| | Jul | Aug | Sep | % Months Submitted | |
|------------|--------------------------------------|-----|-----|--------------------|--|
| Admissions | | | | 0% | |
| Discharges | | | | 0% | |
| | 1 or more Records Submitted to DMHAS | | | | |



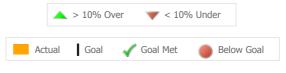
^{*} State Avg based on 38 Active Outreach & Engagement Programs

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 25 | 36 | -31% | • |
| Admits | - | 12 | -100% | • |
| Discharges | - | 12 | -100% | • |
| Bed Days | 2,300 | 2,178 | 6% | |

| | Jul | Aug | Sep | % Months Submitted | | | |
|------------|---------|--------------------------------------|-----|--------------------|--|--|--|
| Admissions | | | | 0% | | | |
| Discharges | | | | 0% | | | |
| | 1 or mo | 1 or more Records Submitted to DMHAS | | | | | |



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