Friendship Service Center

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

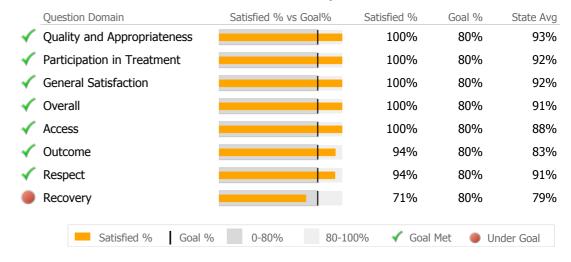




Clients by Level of Care

	_		
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	#	%	State Ave	Gender		#	%	State Avg	g
18-25			▼ 13%	Male Male		49	64%	59%	ó
26-34	11	14%	23%	Female		28	36%	41%	ó
35-44	14	18%	19%	Transgender				0%	ó
45-54	19	25%	22%						
55-64	24	31%	17 %						
65+	9	12%	5%	Race		#	%	State Avg	g
				White/Caucasian		46	60%	65%	6
Ethnicity	#	%	State Avg	Black/African American		19	25%	16%	6
Non-Hispanic	57	74%	74%	Am. Indian/Native Alaskan		12	16%	1 %	6
Hisp-Puerto Rican	18	23%	12%	Asian				1%	6
Hispanic-Other	2	3%	7%	Multiple Races				1%	6
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander				0%	6
			1%	Other				▼ 13%	6
Hispanic-Mexican				Unknown				3%	6
Unknown			6%						
	Unique (Clients	State Avo	▲ > 10% Over State Avg	▼ > 10)% L	Inder S	tate 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	-	10	-100%	•
Discharges	-	-		
Service Hours	_	_		

Recovery

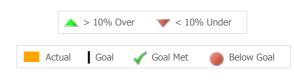
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√	Stable Living Situation		10	100%	85%	80%	15%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		0	0%	90%	96%	N/A	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	81%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	5							0%
Discharges	6							0%
Services								0%
		1 or mo	re Recor	ds Subn	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 - December 2016 (Data as of Mar 21, 2017)

0%

90%

89%

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
1	Stable Living Situation		18	95%	85%	84%	10%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

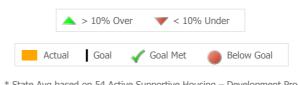
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

Data Submitted to DMHAS by Month

	Ju	ıl Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S						0%
Discharge	S						0%
Services							0%
	1 or	more Reco	ords Sub	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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	1	1500%	•
Admits	-	1	-100%	•
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%	92%	-50%

Data Submitted to Sep Oct Nov Dec % Months Submitted Admissions Discharges DMHAS by Month Dec % Months Submitted 0%

1 or more Records Submitted to DMHAS



^{*} State Avg based on 39 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	42	-40%	•
Admits	-	18	-100%	•
Discharges	-	17	-100%	•
Bed Days	4,600	4,467	3%	

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



* State Avg based on 7 Active Shelter Programs