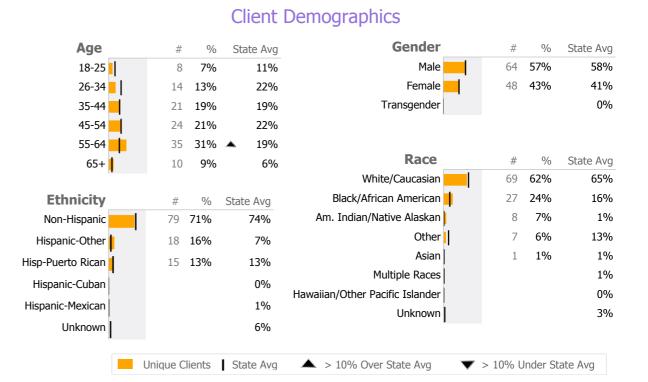
Friendship Service Center

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Provider Activity Actual 1 Yr Ago Variance % Monthly Trend Measure **Unique Clients** 112 88 27% 🔺 -53% ▼ Admits 7 15 Discharges 9 2 350% Service Hours 0% **Bed Days** 2,300 2,300 > 10% Under 1Yr Ago ▲ > 10% Over 1 Yr Ago Clients by Level of Care Program Type Level of Care Type % **Mental Health** 89 Case Management 78.1% **Addiction** Residential Services 25 21.9%



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 2017 - September 2017 (Data as of Dec 13, 2017)

0%

90%

92%

N/A 🤝

Program Activity

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

Recovery

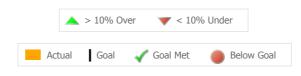
Clients Receiving Services

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		0	0%	85%	87%	-85%	V
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

Data Submission Quality

Data Entry	Actua	al State Avg
Valid NOMS Data	N/A	A 99%
On-Time Periodic	Actua	al State Avg
6 Month Updates	0%	6 86%

		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 69 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		0	0%	85%	89%	-85%	_
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	89%	N/A	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	79%

		Jul	Aug	Sep	% Months Submitted
Admission	S				0%
Discharge	5				0%
Services					0%
		4	D	de Code	- itt- d t- DMIIAC
		1 or mo	re Recor	as Subr	nitted to DMHAS



^{*} State Avg based on 53 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	36	67%	lack
Admits	7	15	-53%	•
Discharges	9	2	350%	•

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		3	43%	50%	92%	-7%

Data Submitted to DMHAS by Month Submitted Month Submitted





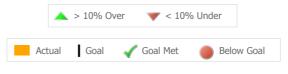
^{*} State Avg based on 39 Active Outreach & Engagement Programs

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	-	-	
Discharges	-	-	
Bed Days	2,300	2,300	0%

	Jui	Aug	Sep	70 MOHUIS SUDITILLEU
Admissions				0%
Discharges				0%
	1 or mo	re Recor	ds Subr	nitted to DMHAS



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

SOAR

Friendship Service Center

Mental Health - Case Management - Outreach & Engagement

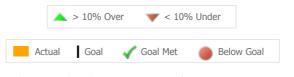
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

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



^{*} State Avg based on 39 Active Outreach & Engagement Programs