

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	565	596	-5%
	Admits	150	154	-3%
	Discharges	175	196	-11% ▼
	Service Hours	2,607	3,008	-13% ▼
	S.Rehab/PHP/IOP	16,215	16,978	-4%

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

Consumer Satisfaction Survey

(Based on 283 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Recovery		90%	80%	79%
✓ Outcome		90%	80%	83%
✓ Participation in Treatment		87%	80%	92%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	481	73.3%
	Employment Services	110	16.8%
	Education Support	48	7.3%
	Case Management	17	2.6%

Client Demographics

Age	#	%	State Avg
18-25	50	9%	12%
26-34	81	14%	23%
35-44	82	15%	20%
45-54	153	27%	22%
55-64	161	29% ▲	18%
65+	37	7%	6%

Gender	#	%	State Avg
Male	339	60%	59%
Female	225	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	462	82%	74%
Hisp-Puerto Rican	47	8%	13%
Hispanic-Other	32	6%	7%
Unknown	22	4%	6%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	287	51% ▼	65%
Black/African American	223	39% ▲	16%
Other	42	7%	13%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	4	1%	0%
Unknown	3	1%	3%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races			1%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

CJI Supported Employment

Fellowship Inc.

Mental Health - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24		
Admits	24	-	
Discharges	2	-	
Service Hours	212	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed	<div style="width: 8%; background-color: orange;"></div>	2	8%	35%	45%	-27% ▼

Service Utilization

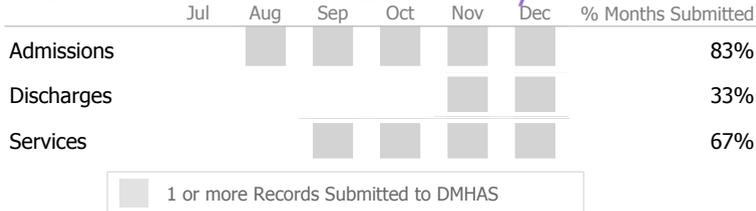
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div style="width: 100%; background-color: orange;"></div>	22	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%; background-color: orange;"></div> 100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%; background-color: gray;"></div> N/A	92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	4	4	0%
Discharges	6	4	50% ▲
Service Hours	163	223	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	17%	35%	45%	-18% ▼

Service Utilization

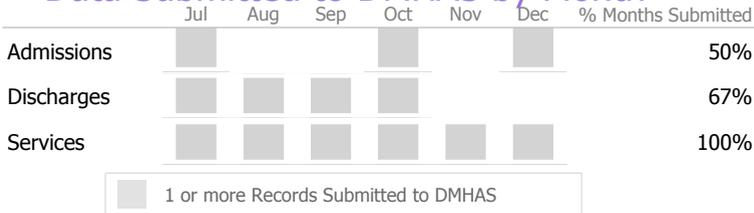
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

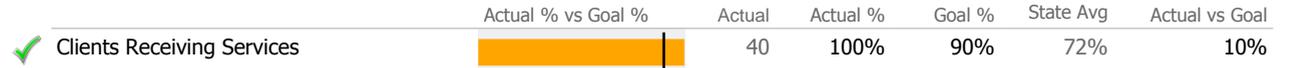
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 41 Active Employment Services Programs

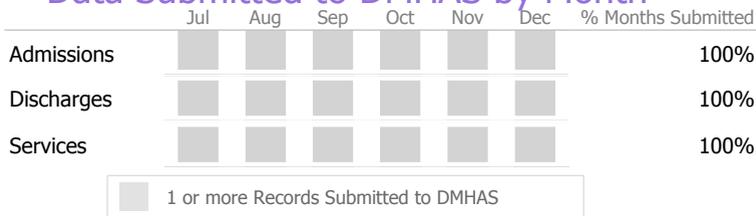
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	89	-6%
Admits	44	49	-10%
Discharges	45	47	-4%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,059	3,479	-12% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	553	502	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	327	408	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	90%	15% ▲

Service Utilization

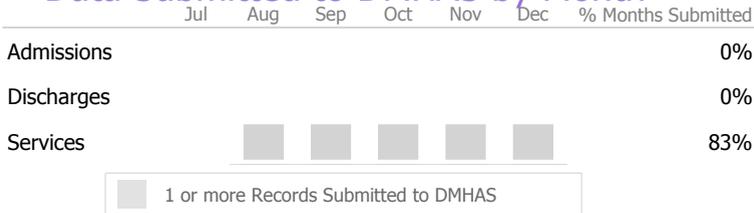
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

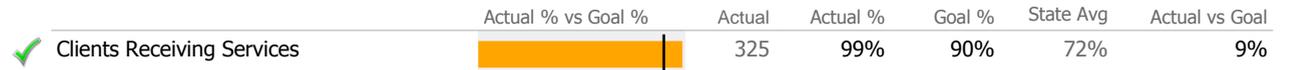
Actual | Goal Goal Met Below Goal

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

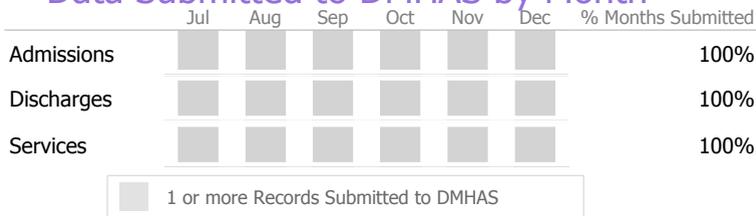
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	411	442	-7%
Admits	55	64	-14% ▼
Discharges	83	95	-13% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	13,156	13,499	-3%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	49	-2%
Admits	6	13	-54% ▼
Discharges	10	11	-9%
Service Hours	621	677	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		45	94%	35%	85%	59% ▲

Service Utilization

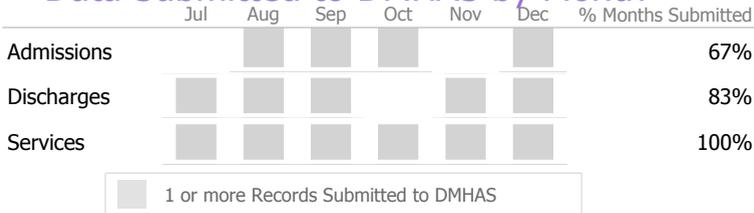
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	97	-22% ▼
Admits	16	23	-30% ▼
Discharges	28	36	-22% ▼
Service Hours	731	1,199	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	52%	35%	45%	17% ▲

Service Utilization

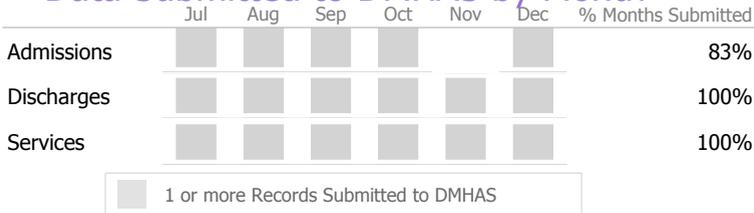
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 41 Active Employment Services Programs