

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	611	659	-7%
	Admits	210	246	-15% ▼
	Discharges	249	286	-13% ▼
	Service Hours	3,987	4,377	-9%
	S.Rehab/PHP/IOP	23,542	25,001	-6%

▲ > 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	508	71.5%
	Employment Services	137	19.3%
	Education Support	48	6.8%
	Case Management	17	2.4%

Client Demographics

Age	#	%	State Avg
18-25	62	10%	13%
26-34	85	14%	24%
35-44	88	14%	20%
45-54	163	27%	21%
55-64	173	28% ▲	17%
65+	40	7%	5%

Gender	#	%	State Avg
Male	362	59%	60%
Female	248	41%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	502	82%	73%
Hisp-Puerto Rican	48	8%	12%
Hispanic-Other	36	6%	7%
Unknown	23	4%	7%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	313	51% ▼	64%
Black/African American	241	39% ▲	16%
Other	42	7%	13%
Asian	6	1%	1%
Hawaiian/Other Pacific Islander	4	1%	0%
Unknown	4	1%	4%
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

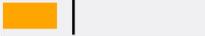
Fellowship Inc.

Mental Health - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30		
Admits	30	-	
Discharges	7	-	
Service Hours	419	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Employed		8	27%	35%	43%	-8%

Service Utilization

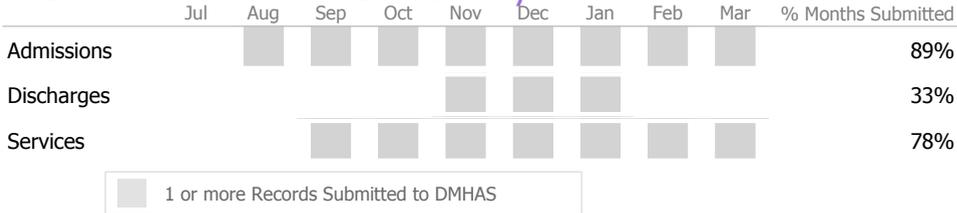
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Clients Receiving Services		23	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data		97%

On-Time Periodic		Actual	State Avg
	6 Month Updates		91%

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	16	17	-6%
Admits	8	7	14% ▲
Discharges	7	6	17% ▲
Service Hours	265	321	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	25%	35%	43%	-10%

Service Utilization

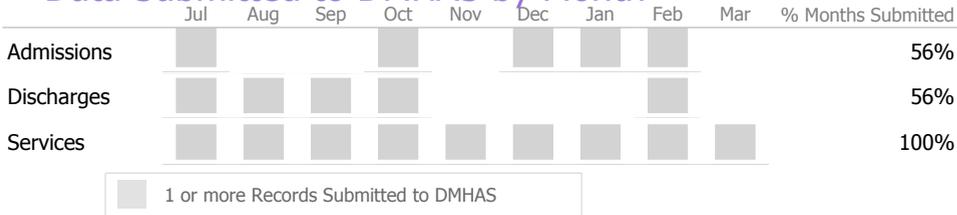
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

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	93	118	-21% ▼
Admits	54	80	-33% ▼
Discharges	61	68	-10%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,148	5,286	-22% ▼

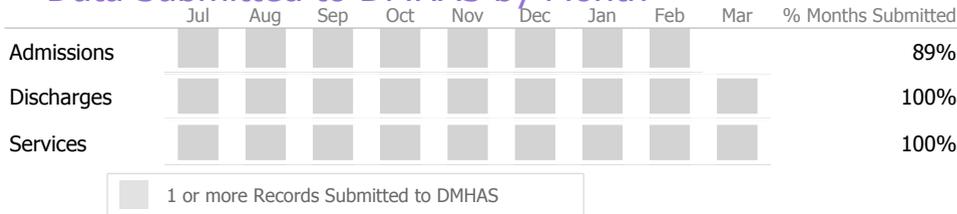
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	34	100%	90%	75%	10%

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	769	688	12% ▲

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

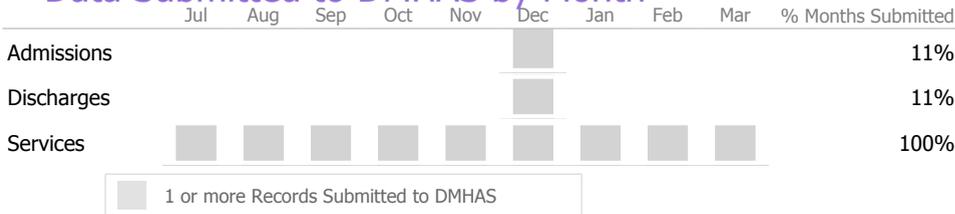
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	475	617	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	91%	15% ▲

Service Utilization

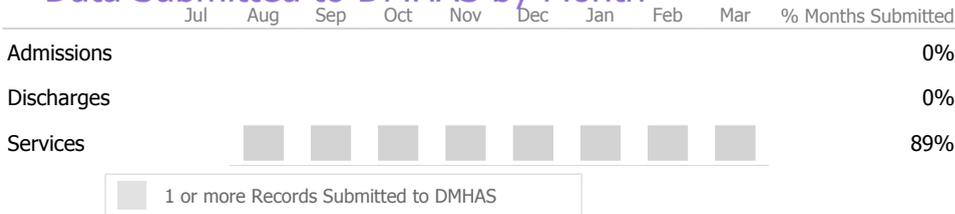
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

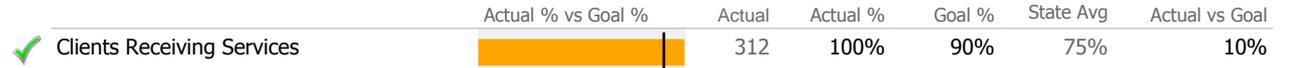
Actual | Goal Goal Met Below Goal

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

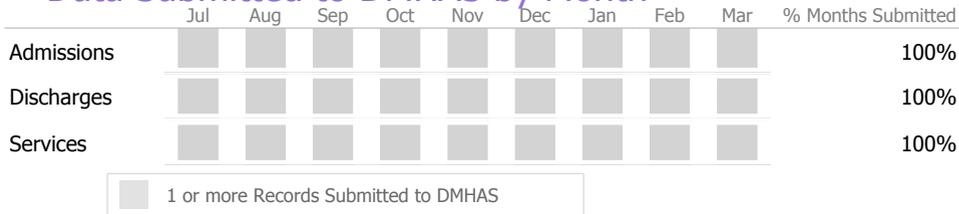
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	433	475	-9%
Admits	77	105	-27% ▼
Discharges	120	151	-21% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	19,394	19,715	-2%

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	53	-9%
Admits	6	17	-65% ▼
Discharges	13	14	-7%
Service Hours	953	1,035	-8%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		45	94%	35%	83%	59% ▲

Service Utilization

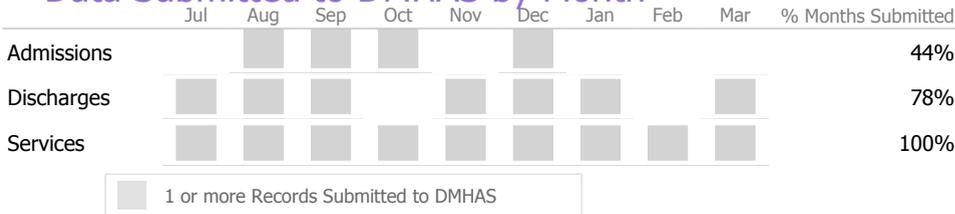
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		95%

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

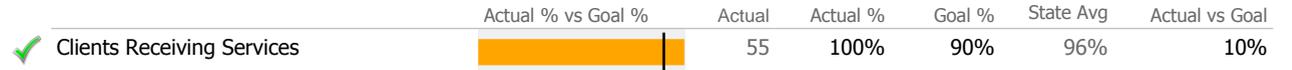
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	106	-12% ▼
Admits	34	35	-3%
Discharges	40	44	-9%
Service Hours	1,107	1,717	-36% ▼

Recovery



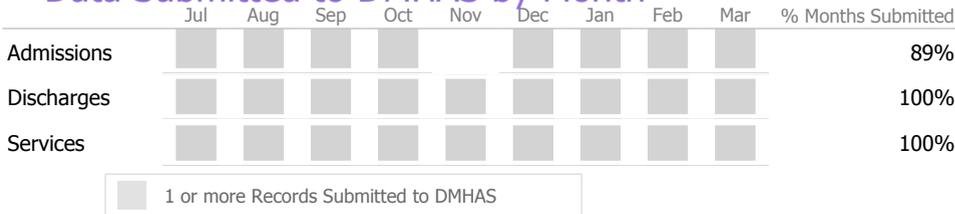
Service Utilization



Data Submission Quality



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