

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	488	507	-4%
	Admits	91	80	14% ▲
	Discharges	75	84	-11% ▼
	Service Hours	1,355	1,302	4%
	S.Rehab/PHP/IOP	7,539	8,290	-9%

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

### Consumer Satisfaction Survey

(Based on 323 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Access		93%	80%	88%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Recovery		85%	80%	79%
✓ Outcome		84%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Social Rehabilitation	395	70.2%
	Employment Services	110	19.5%
	Education Support	41	7.3%
	Case Management	17	3.0%

### Client Demographics

Age	#	%	State Avg
18-25	44	9%	10%
26-34	71	15%	22%
35-44	82	17%	20%
45-54	120	25%	21%
55-64	133	27%	19%
65+	38	8%	7%

Gender	#	%	State Avg
Male	284	58%	58%
Female	204	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	391	80%	71%
Hisp-Puerto Rican	44	9%	13%
Hispanic-Other	33	7%	7%
Unknown	19	4%	8%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	265	54%	63%
Black/African American	185	38%	▲ 16%
Other	25	5%	13%
Asian	4	1%	1%
Unknown	4	1%	5%
Hawaiian/Other Pacific Islander	3	1%	0%
Am. Indian/Native Alaskan	2	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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	11	236%	▲
Admits	8	11	-27%	▼
Discharges	6	-		
Service Hours	240	46		

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		11	30%	35%	44%	-5%

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		30	97%	90%	93%	7%

### Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 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	10	10	0%
Admits	1	2	-50% ▼
Discharges	-	4	-100% ▼
Service Hours	100	80	26% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		4	40%	35%	44%	5%

### Service Utilization

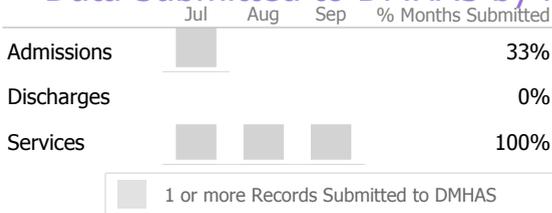
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	80%	90%	93%	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

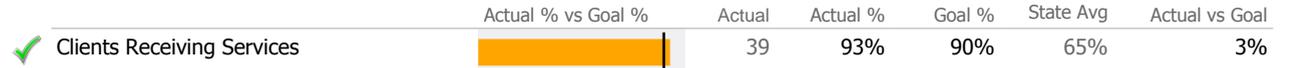
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 41 Active Employment Services Programs

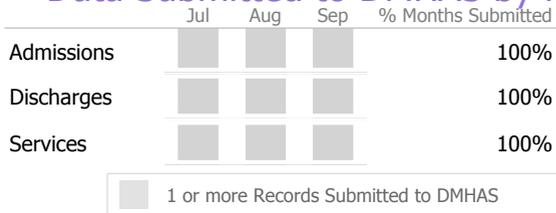
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	67	-16% ▼
Admits	26	26	0%
Discharges	14	24	-42% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,234	1,611	-23% ▼

### 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	8	13% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	187	296	-37% ▼

### Recovery

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 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	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	184	173	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	92%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

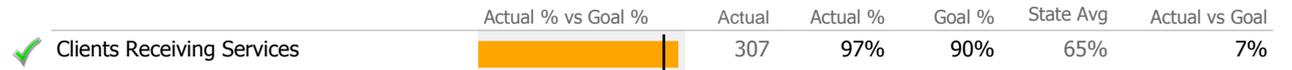
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

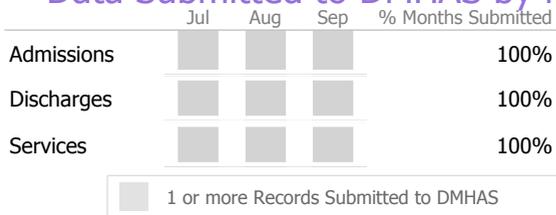
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	350	382	-8%
Admits	44	26	69% ▲
Discharges	35	39	-10%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,305	6,679	-6%

### 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	41	46	-11% ▼
Admits	3	4	-25% ▼
Discharges	5	7	-29% ▼
Service Hours	265	302	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		34	83%	35%	76%	48% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

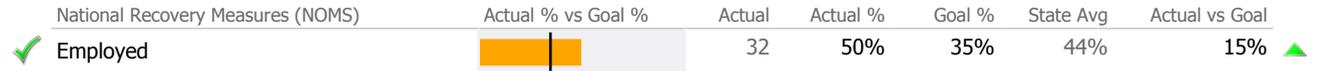
Actual | Goal Goal Met Below Goal

\* State Avg based on 5 Active Education Support Programs

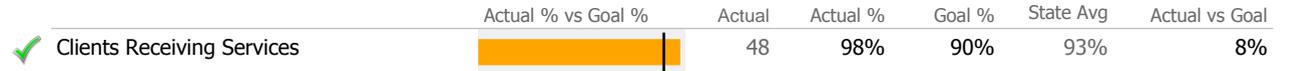
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	72	-11% ▼
Admits	9	11	-18% ▼
Discharges	15	10	50% ▲
Service Hours	378	405	-7%

### Recovery



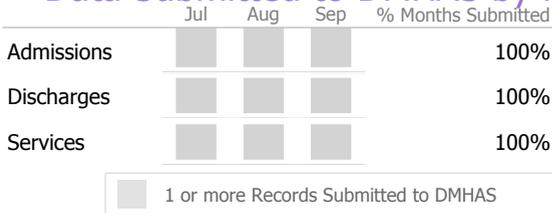
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 41 Active Employment Services Programs