

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	711	664	7%
	Admits	421	293	44% ▲
	Discharges	363	342	6%
	Service Hours	5,527	5,377	3%
	S.Rehab/PHP/IOP	33,056	31,249	6%

▲ > 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	#	%
Mental Health	Social Rehabilitation	578	68.8%
	Employment Services	190	22.6%
	Education Support	55	6.5%
	Case Management	17	2.0%

Client Demographics

Age	#	%	State Avg
18-25	74	10%	12%
26-34	109	15%	24%
35-44	139	20%	21%
45-54	163	23%	20%
55-64	178	25%	17%
65+	47	7%	6%

Gender	#	%	State Avg
Male	434	61%	60%
Female	276	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	571	80%	70%
Hisp-Puerto Rican	61	9%	12%
Hispanic-Other	53	7%	7%
Unknown	24	3%	10%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	361	51%	63% ▼
Black/African American	292	41%	17% ▲
Other	36	5%	13%
Unknown	11	2%	5%
Asian	6	1%	1%
Hawaiian/Other Pacific Islander	3	0%	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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	44	45%	▲
Admits	38	44	-14%	▼
Discharges	37	16	131%	▲
Service Hours	963	638	51%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		21	32%	35%	42%	-3%

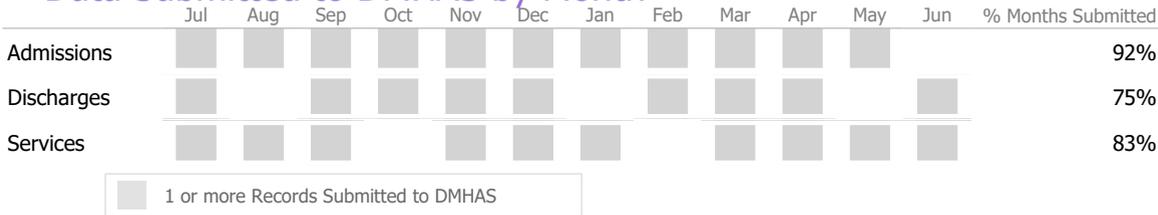
Service Utilization

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		29	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		95%
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 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	10	9	11% ▲
Discharges	6	9	-33% ▼
Service Hours	425	370	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	56%	35%	42%	21% ▲

Service Utilization

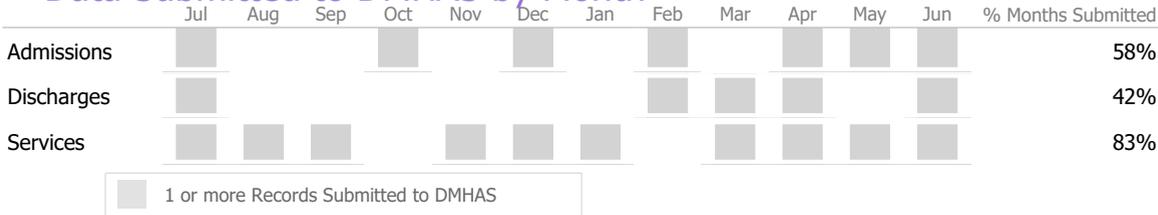
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

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 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	105	55% ▲
Admits	139	66	111% ▲
Discharges	112	79	42% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,853	5,313	29% ▲

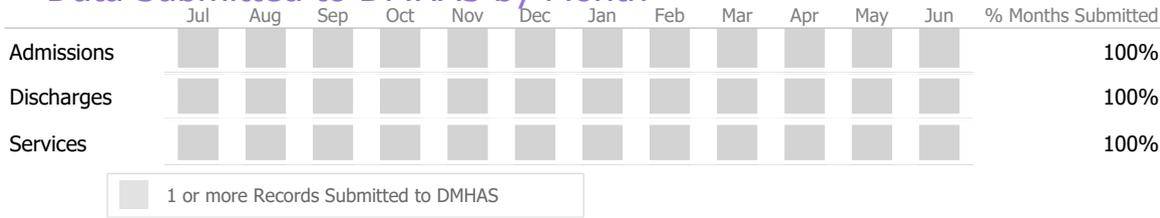
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	54	98%	90%	76%	8%

Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	712	971	-27% ▼

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

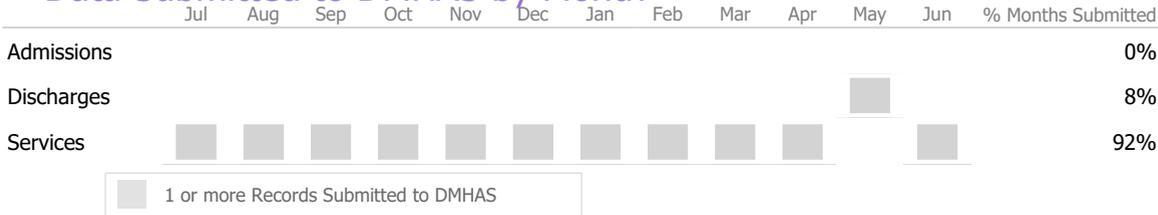
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	1	-	
Service Hours	665	646	3%

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

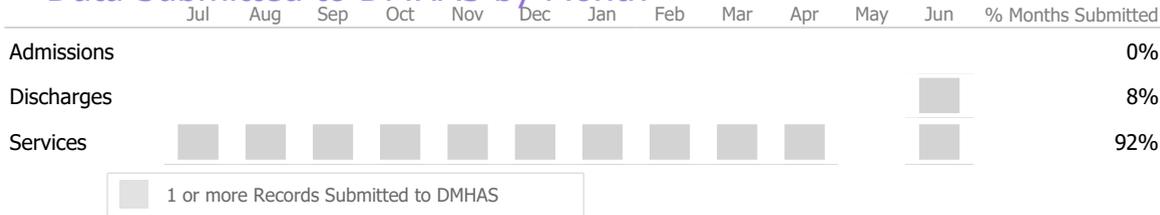
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

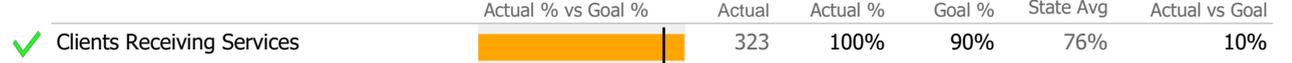
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

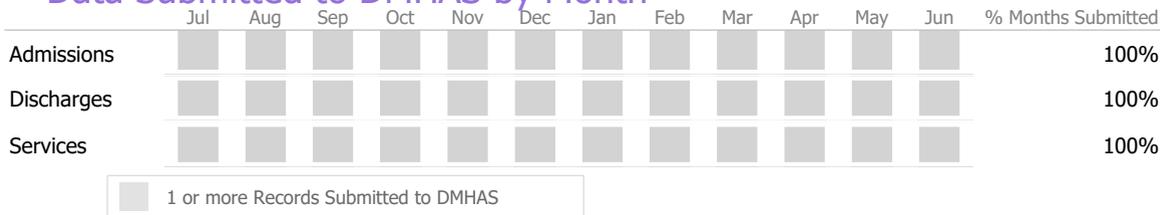
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	440	468	-6%
Admits	154	117	32% ▲
Discharges	133	171	-22% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	26,203	25,936	1%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	53	4%
Admits	18	11	64% ▲
Discharges	20	15	33% ▲
Service Hours	1,053	1,265	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		45	80%	35%	75%	45% ▲

Service Utilization

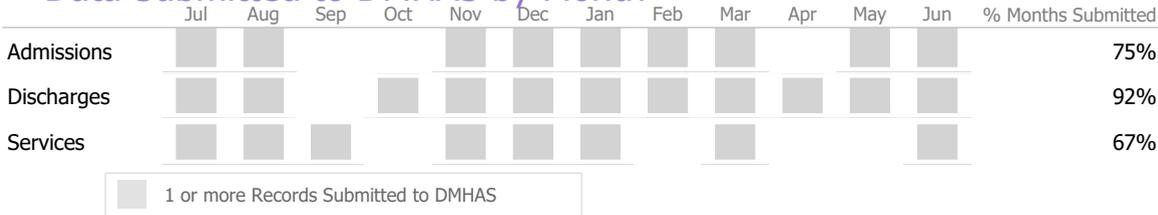
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		98%

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	116	103	13% ▲
Admits	62	44	41% ▲
Discharges	53	51	4%
Service Hours	1,710	1,488	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		48	41%	35%	42%	6%

Service Utilization

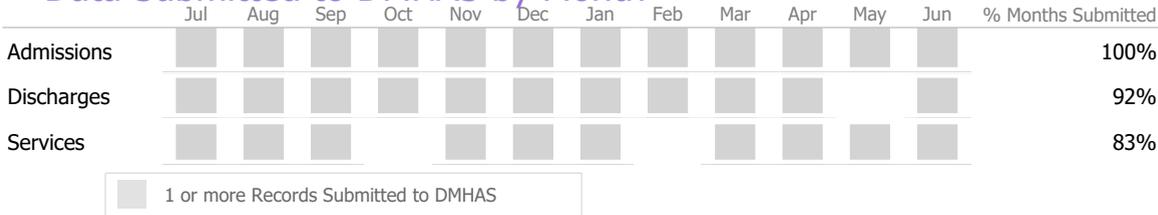
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

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

Data Submitted to DMHAS by Month



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Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 43 Active Employment Services Programs