

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	481	594	-19% ▼
	Admits	104	194	-46% ▼
	Discharges	174	229	-24% ▼
	Service Hours	2,229	2,827	-21% ▼
	S.Rehab/PHP/IOP	9,906	16,611	-40% ▼

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

Consumer Satisfaction Survey

(Based on 284 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		89%	80%	79%

■ 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	387	70.9%
	Employment Services	92	16.8%
	Education Support	46	8.4%
	Case Management	21	3.8%

Client Demographics

Age	#	%	State Avg
18-25	24	5%	9%
26-34	71	15%	21%
35-44	88	18%	22%
45-54	111	23%	19%
55-64	148	31% ▲	20%
65+	39	8%	8%

Gender	#	%	State Avg
Male	312	65%	58%
Female	168	35%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	393	82% ▲	70%
Hisp-Puerto Rican	42	9%	12%
Hispanic-Other	29	6%	8%
Unknown	14	3%	10%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	0%

Race	#	%	State Avg
White/Caucasian	227	47% ▼	62%
Black/African American	207	43% ▲	17%
Other	32	7%	13%
Unknown	9	2%	6%
Am. Indian/Native Alaskan	2	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races			1%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

Fellowship Inn Homeless Voc Svcs 907271

Fellowship Place Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	23	-43% ▼
Admits	3	11	-73% ▼
Discharges	6	12	-50% ▼
Service Hours	168	479	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	54%	35%	44%	19% ▲

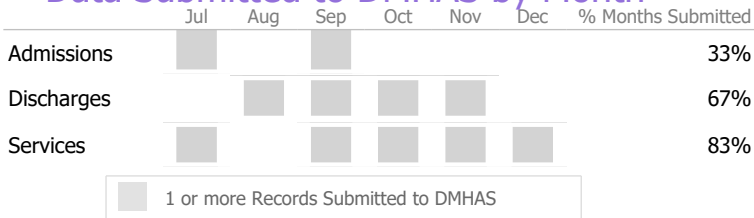
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%
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

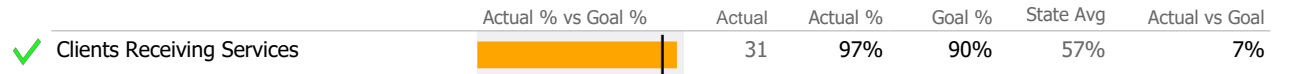
* State Avg based on 39 Active Employment Services Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

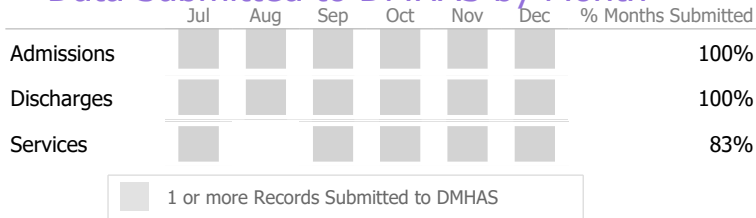
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	122	-32% ▼
Admits	35	67	-48% ▼
Discharges	58	63	-8%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,850	3,381	-45% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	2	1	100% ▲
Discharges	2	-	
Service Hours	360	340	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	90%	15% ▲

Service Utilization

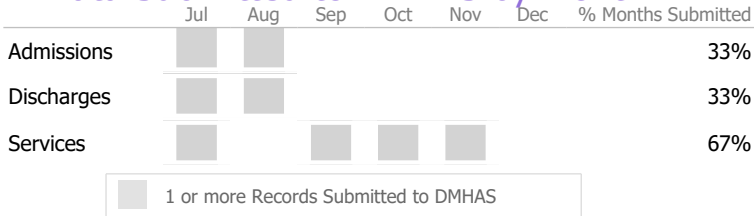
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	2	1	100% ▲
Discharges	2	-	
Service Hours	349	314	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	94%	15% ▲

Service Utilization

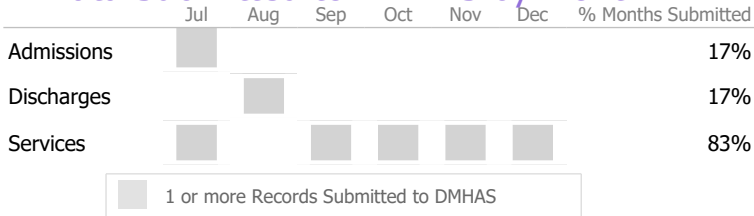
NOMS	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

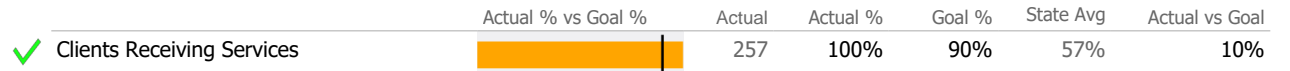
■ Actual | Goal ✓ Goal Met ● Below Goal

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

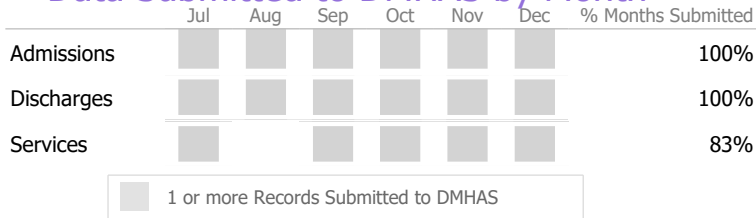
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	314	386	-19% ▼
Admits	29	67	-57% ▼
Discharges	58	72	-19% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	8,056	13,230	-39% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	45	2%
Admits	8	9	-11% ▼
Discharges	17	12	42% ▲
Service Hours	369	449	-18% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		35	76%	35%	66%	41% ▲

Service Utilization

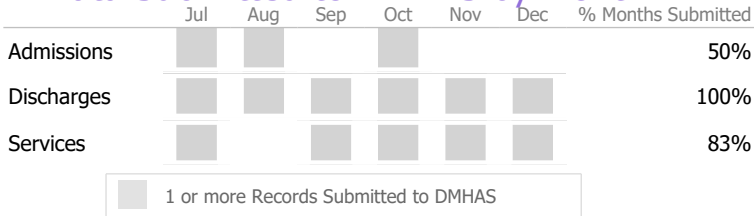
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		29	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		65%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	101	-22% ▼
Admits	25	38	-34% ▼
Discharges	31	41	-24% ▼
Service Hours	984	1,139	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	42%	35%	44%	7%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 39 Active Employment Services Programs