

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	577	551	5%
	Admits	250	198	26% ▲
	Discharges	204	240	-15% ▼
	Service Hours	2,723	3,518	-23% ▼
	S.Rehab/PHP/IOP	19,172	14,751	30% ▲

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

Consumer Satisfaction Survey

(Based on 287 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Recovery		83%	80%	79%
✓ Outcome		82%	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	474	72.9%
	Employment Services	111	17.1%
	Education Support	47	7.2%
	Case Management	18	2.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	33	6%	10%	Male	382	66%	59%
26-34	93	16%	22%	Female	193	34%	41%
35-44	108	19%	23%	Transgender			0%
45-54	135	23%	19%				
55-64	148	26%	19%				
65+	60	10%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	450	78%	68%	White/Caucasian	276	48%	62% ▼
Hisp-Puerto Rican	62	11%	11%	Black/African American	238	41%	17% ▲
Unknown	34	6%	12%	Other	40	7%	13%
Hispanic-Other	30	5%	8%	Unknown	13	2%	6%
Hispanic-Mexican	1	0%	1%	Asian	5	1%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	3	1%	0%
				Am. Indian/Native Alaskan	2	0%	0%
				Multiple Races			1%

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

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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	19	37% ▲
Admits	17	9	89% ▲
Discharges	17	9	89% ▲
Service Hours	213	246	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	27%	35%	47%	-8%

Service Utilization

	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		92%
On-Time Periodic	Actual	State Avg
6 Month Updates		91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										78%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

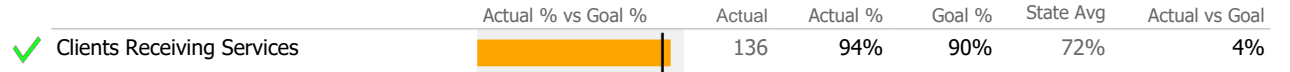
* State Avg based on 39 Active Employment Services Programs

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

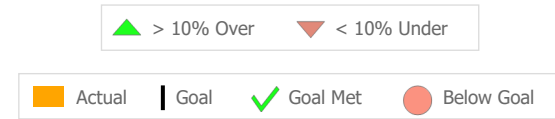
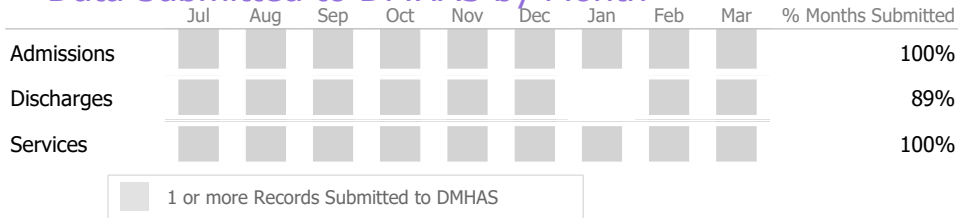
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	170	125	36% ▲
Admits	116	80	45% ▲
Discharges	34	79	-57% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,790	2,841	69% ▲

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	9	11	-18% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	430	518	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	88%	15% ▲

Service Utilization

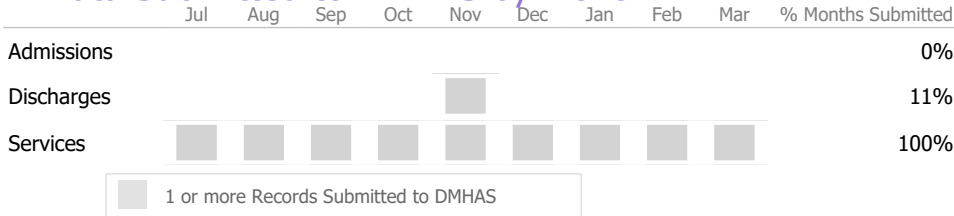
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	1	3	-67% ▼
Discharges	2	3	-33% ▼
Service Hours	412	527	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	95%	15% ▲

Service Utilization

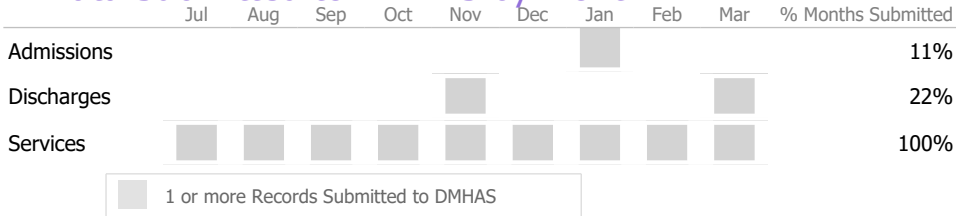
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

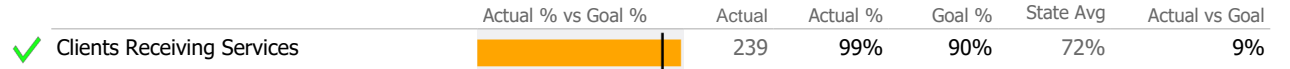
Actual | Goal Goal Met Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

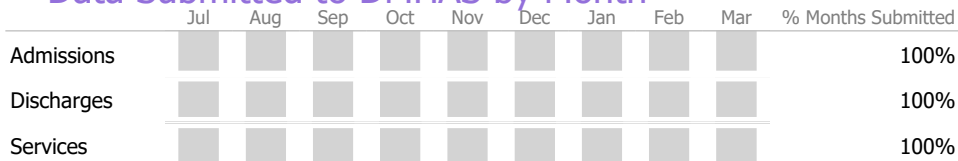
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	310	324	-4%
Admits	71	42	69% ▲
Discharges	73	78	-6%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	14,382	11,910	21% ▲

Service Utilization



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	55	-15% ▼
Admits	12	17	-29% ▼
Discharges	25	23	9%
Service Hours	615	794	-23% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		38	81%	35%	72%	46% ▲

Service Utilization

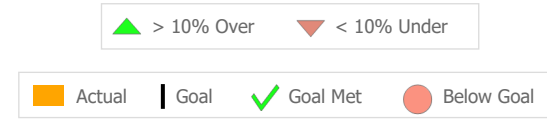
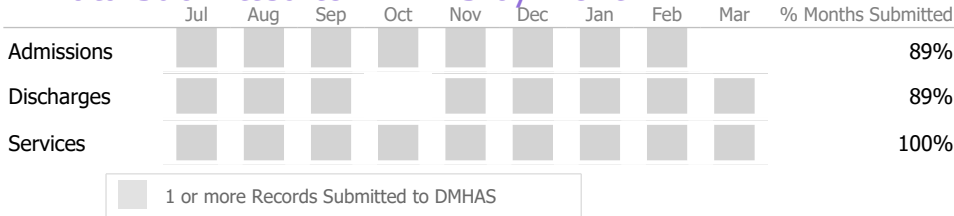
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		73%

Data Submitted to DMHAS by Month

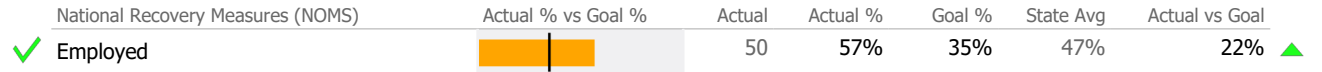


* State Avg based on 5 Active Education Support Programs

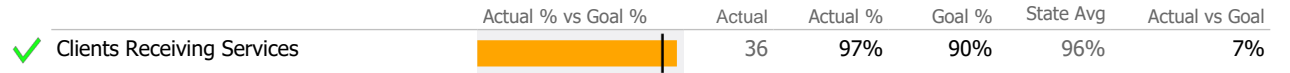
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	98	-11% ▼
Admits	33	45	-27% ▼
Discharges	52	46	13% ▲
Service Hours	1,053	1,434	-27% ▼

Recovery



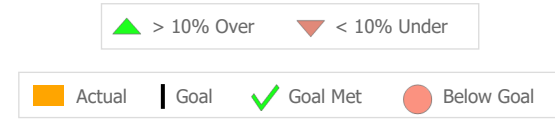
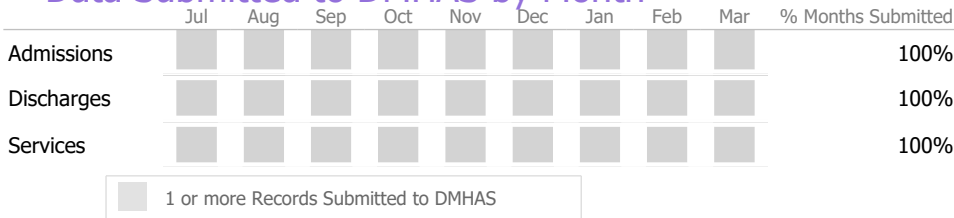
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs