

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	594	723	-18%	▼
	Admits	304	438	-31%	▼
	Discharges	246	424	-42%	▼
	Service Hours	4,293	3,551	21%	▲
	S.Rehab/PHP/IOP	74,086	79,708	-7%	

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

Consumer Satisfaction Survey

(Based on 309 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Access		93%	80%	88%
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		92%	80%	91%
✓ Outcome		84%	80%	83%
✓ Recovery		83%	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	497	69.2%
	Employment Services	148	20.6%
	Education Support	53	7.4%
	Case Management	20	2.8%

Client Demographics

Age	#	%	State Avg
18-25	41	7%	9%
26-34	100	17%	20%
35-44	119	20%	25%
45-54	112	19%	18%
55-64	152	26%	18%
65+	70	12%	9%

Gender	#	%	State Avg
Male	368	62%	60%
Female	226	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	469	79%	▲ 64%
Hisp-Puerto Rican	81	14%	10%
Hispanic-Other	27	5%	11%
Unknown	14	2%	▼ 15%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	272	46%	▼ 58%
Black/African American	238	40%	▲ 17%
Other	60	10%	12%
Multiple Races	9	2%	1%
Unknown	7	1%	9%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Am. Indian/Native Alaskan	1	0%	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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	24	8%
Admits	16	18	-11% ▼
Discharges	15	14	7%
Service Hours	292	227	28% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		8	31%	35%	41%	-4%

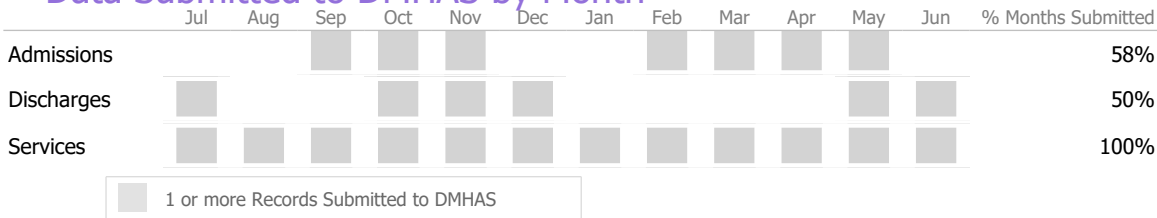
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

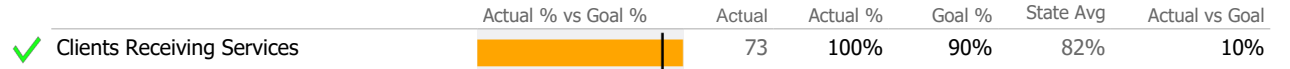
* State Avg based on 37 Active Employment Services Programs

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

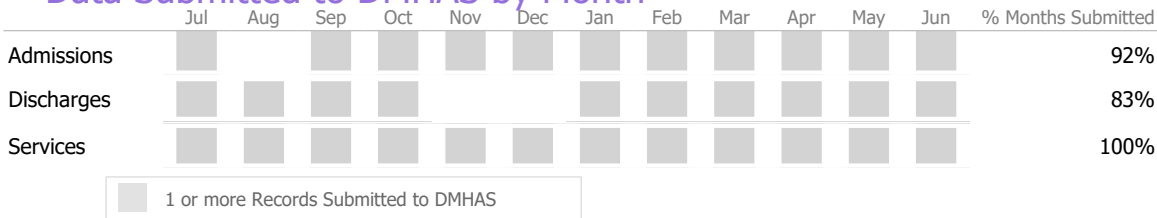
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	272	-53% ▼
Admits	68	198	-66% ▼
Discharges	60	219	-73% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	22,795	29,149	-22% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	2	6	-67% ▼
Discharges	1	4	-75% ▼
Service Hours	666	629	6%

Recovery

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

Service Utilization

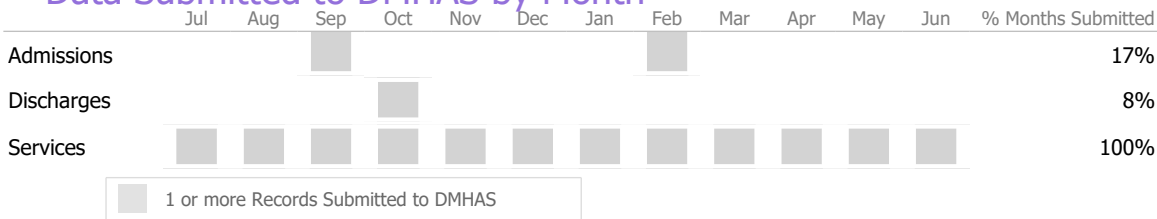
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	2	3	-33% ▼
Discharges	1	3	-67% ▼
Service Hours	1,213	874	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	93%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

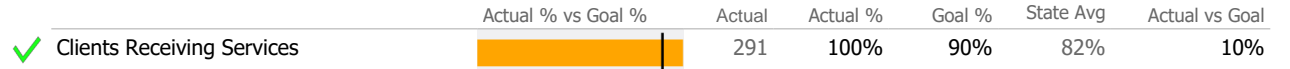
* State Avg based on 67 Active Supportive Housing – Development Programs

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

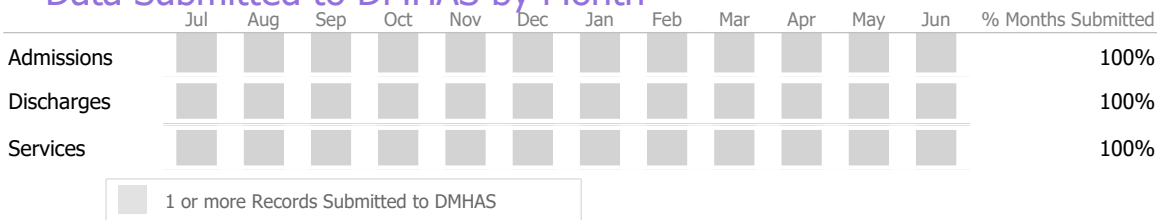
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	379	374	1%
Admits	107	126	-15% ▼
Discharges	93	104	-11% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	51,291	50,559	1%

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* 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	53	40	33% ▲
Admits	33	16	106% ▲
Discharges	23	20	15% ▲
Service Hours	671	677	-1%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		27	50%	35%	71%	15% ▲

Service Utilization

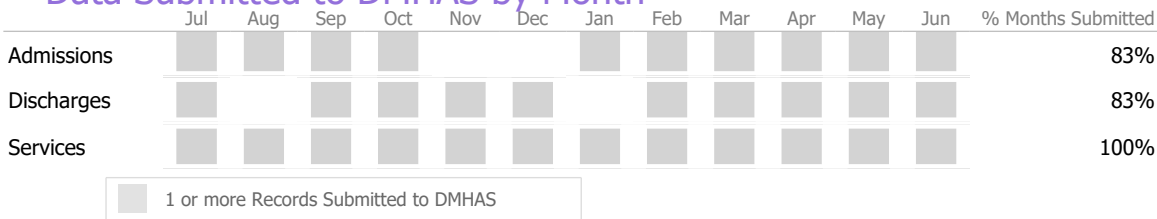
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

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.

Vocational Services

Fellowship Place Inc.

Mental Health - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	112	11% ▲
Admits	76	71	7%
Discharges	53	60	-12% ▼
Service Hours	1,451	1,142	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		38	29%	35%	41%	-6%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█		█	█	█	█	█	█	█	█	█	█	92%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

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