

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	660	712	-7%
	Admits	289	325	-11% ▼
	Discharges	328	367	-11% ▼
	Service Hours	5,377	5,473	-2%
	S.Rehab/PHP/IOP	31,175	33,382	-7%

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

Consumer Satisfaction Survey

(Based on 283 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Recovery		90%	80%	79%
✓ Outcome		90%	80%	83%
✓ Participation in Treatment		87%	80%	92%

■ 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	546	70.5%
	Employment Services	158	20.4%
	Education Support	53	6.8%
	Case Management	18	2.3%

Client Demographics

Age	#	%	State Avg
18-25	67	10%	13%
26-34	95	14%	24%
35-44	101	15%	20%
45-54	175	27%	21%
55-64	179	27% ▲	16%
65+	43	7%	5%

Gender	#	%	State Avg
Male	390	59%	60%
Female	269	41%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	544	82%	72%
Hisp-Puerto Rican	50	8%	12%
Hispanic-Other	39	6%	7%
Unknown	25	4%	7%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	343	52% ▼	64%
Black/African American	257	39% ▲	17%
Other	43	7%	13%
Asian	7	1%	1%
Hawaiian/Other Pacific Islander	5	1%	0%
Unknown	4	1%	4%
Am. Indian/Native Alaskan	1	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44		
Admits	44	-	
Discharges	15	-	
Service Hours	638	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		10	23%	35%	43%	-12%	▼

Service Utilization

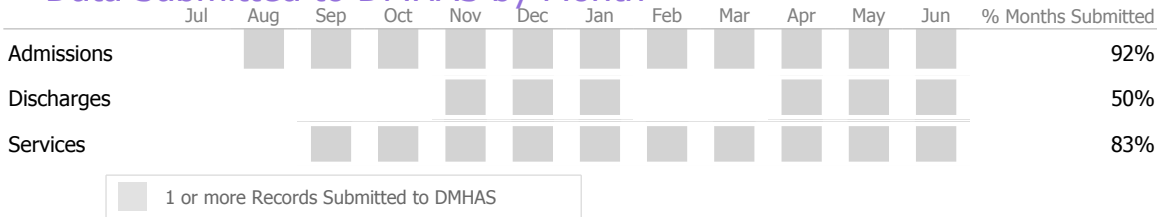
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		93%

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	17	18	-6%
Admits	9	8	13% ▲
Discharges	8	10	-20% ▼
Service Hours	370	413	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	29%	35%	43%	-6%

Service Utilization

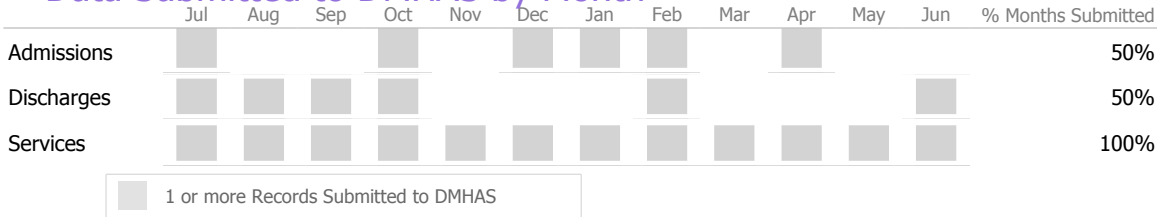
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	75%	93%

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

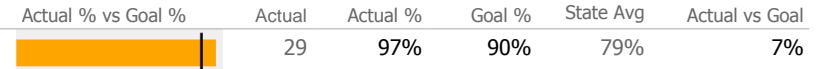
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	131	-21% ▼
Admits	65	94	-31% ▼
Discharges	76	96	-21% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,274	7,069	-25% ▼

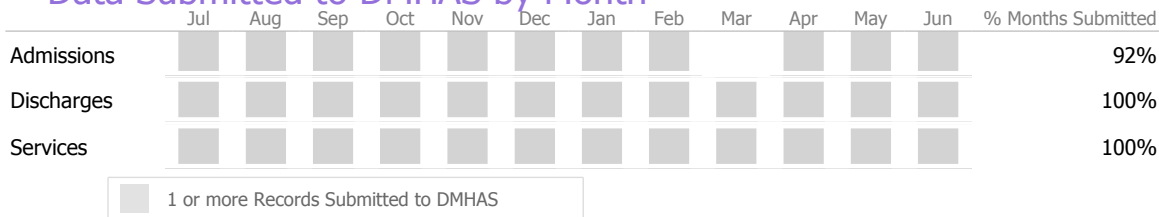
Service Utilization



Clients Receiving Services



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	10	10	0%
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Service Hours	971	876	11% ▲

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

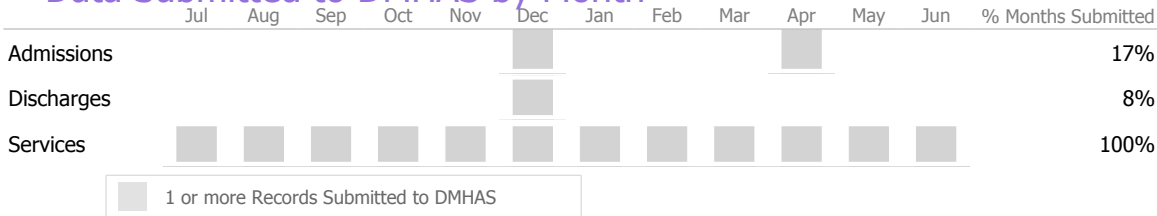
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 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	10	-20% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	646	822	-21% ▼

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

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	93%	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	465	514	-10%
Admits	114	151	-25% ▼
Discharges	163	179	-9%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	25,901	26,313	-2%

Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	307	100%	90%	79%	10%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	58	-9%
Admits	11	22	-50% ▼
Discharges	15	16	-6%
Service Hours	1,265	1,327	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		47	89%	35%	80%	54% ▲

Service Utilization

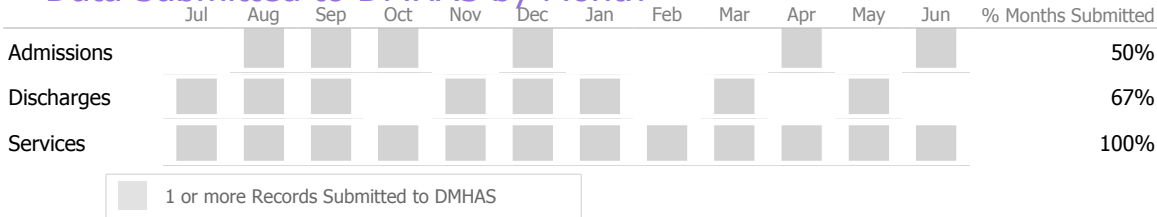
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		90%

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	103	116	-11% ▼
Admits	44	48	-8%
Discharges	50	62	-19% ▼
Service Hours	1,488	2,035	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		51	49%	35%	43%	14% ▲

Service Utilization

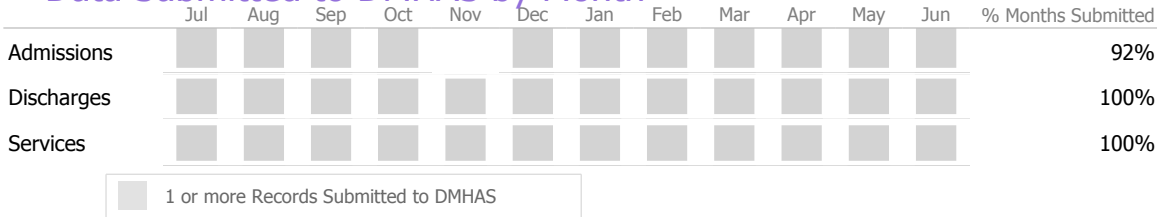
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		93%

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