

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	520	481	8%
	Admits	86	95	-9%
	Discharges	124	78	59% ▲
	Service Hours	1,517	1,359	12% ▲
	S.Rehab/PHP/IOP	8,516	7,603	12% ▲

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

Consumer Satisfaction Survey

(Based on 325 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		96%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		94%	80%	91%
✓ Recovery		87%	80%	79%
✓ Outcome		83%	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	415	69.6%
	Employment Services	126	21.1%
	Education Support	39	6.5%
	Case Management	16	2.7%

Client Demographics

Age	#	%	State Avg
18-25	34	7%	9%
26-34	82	16%	22%
35-44	100	19%	21%
45-54	120	23%	20%
55-64	146	28%	20%
65+	38	7%	7%

Gender	#	%	State Avg
Male	321	62%	59%
Female	198	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	433	83%	71% ▲
Hisp-Puerto Rican	40	8%	12%
Hispanic-Other	32	6%	7%
Unknown	13	3%	9%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	254	49%	64% ▼
Black/African American	227	44%	16% ▲
Other	23	4%	13%
Unknown	8	2%	5%
Asian	4	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
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	29	37	-22% ▼
Admits	-	9	-100% ▼
Discharges	29	6	383% ▲
Service Hours	107	244	-56% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		11	38%	35%	43%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

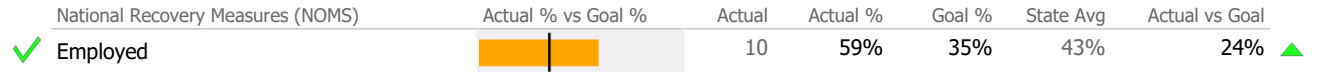
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

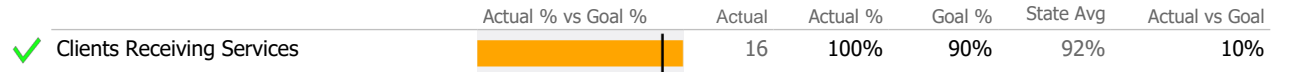
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	9	89% ▲
Admits	5	1	400% ▲
Discharges	2	1	100% ▲
Service Hours	246	100	146% ▲

Recovery



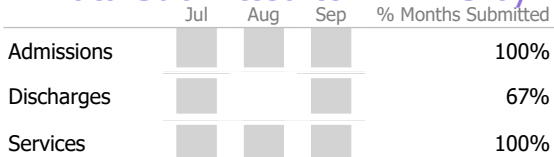
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

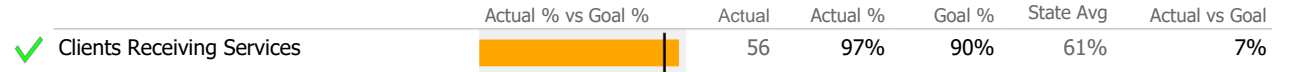
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

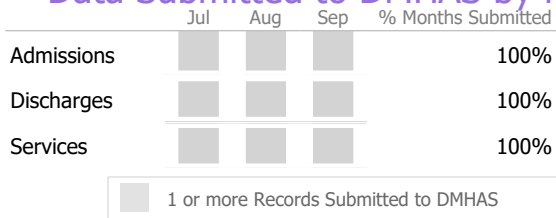
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	56	48% ▲
Admits	26	27	-4%
Discharges	26	14	86% ▲
Social Rehab/PHP/IOP Days	1,787	1,259	42% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	157	187	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	90%	15% ▲

Service Utilization

	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		93%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 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	1	-	
Discharges	-	-	
Service Hours	149	184	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	88%	15% ▲

Service Utilization

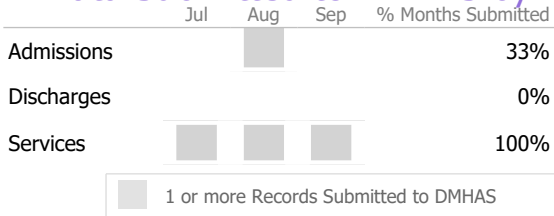
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

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	344	346	-1%
Admits	22	46	-52% ▼
Discharges	44	37	19% ▲
Social Rehab/PHP/IOP Days	6,729	6,344	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		289	96%	90%	61%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	41	-5%
Admits	3	3	0%
Discharges	4	5	-20% ▼
Service Hours	219	266	-17% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		32	82%	35%	73%	47% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

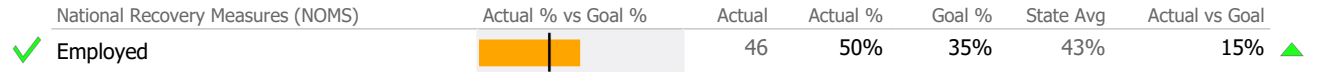
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

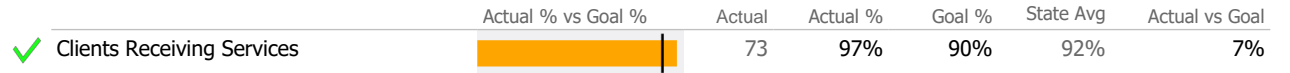
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	63	46% ▲
Admits	29	9	222% ▲
Discharges	19	15	27% ▲
Service Hours	639	378	69% ▲

Recovery



Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 42 Active Employment Services Programs