

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	667	636	5%
	Admits	288	309	-7%
	Discharges	313	258	21% ▲
	Service Hours	3,884	3,980	-2%
	S.Rehab/PHP/IOP	25,601	23,885	7%

▲ > 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	554	72.9%
	Employment Services	138	18.2%
	Education Support	51	6.7%
	Case Management	17	2.2%

Client Demographics

Age	#	%	State Avg
18-25	50	7%	11%
26-34	108	16%	23%
35-44	132	20%	22%
45-54	158	24%	20%
55-64	175	26%	18%
65+	44	7%	6%

Gender	#	%	State Avg
Male	417	63%	60%
Female	248	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	551	83%	70% ▲
Hispanic-Other	50	7%	8%
Hisp-Puerto Rican	50	7%	12%
Unknown	14	2%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	317	48%	62% ▼
Black/African American	284	43%	17% ▲
Other	46	7%	13%
Unknown	10	1%	5%
Asian	4	1%	1%
Hawaiian/Other Pacific Islander	4	1%	0%
Am. Indian/Native Alaskan	2	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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	59	-51% ▼
Admits	-	32	-100% ▼
Discharges	29	19	53% ▲
Service Hours	107	696	-85% ▼

Recovery

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

Service Utilization

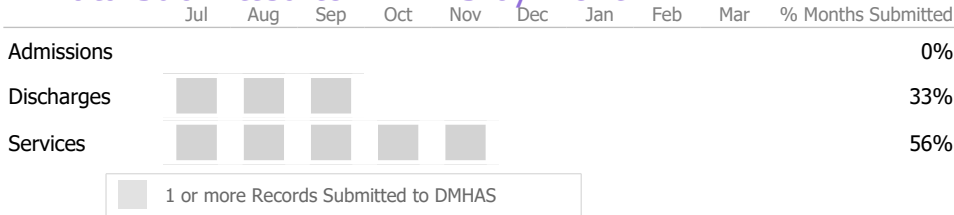
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
6 Month Updates		96%

Data Submitted to DMHAS by Month



▲ > 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	23	12	92% ▲
Admits	11	4	175% ▲
Discharges	14	4	250% ▲
Service Hours	595	292	104% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	74%	35%	43%	39% ▲

Service Utilization

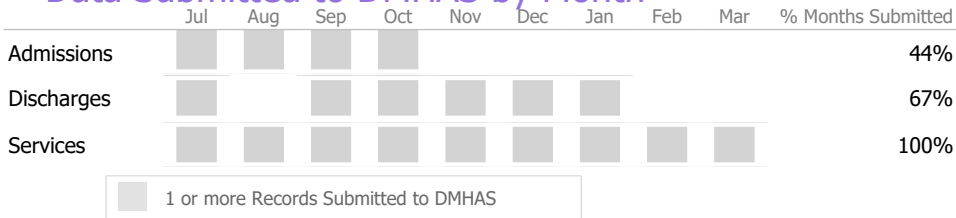
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		96%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

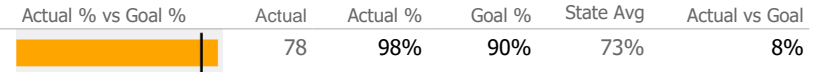
* State Avg based on 42 Active Employment Services Programs

Program Activity

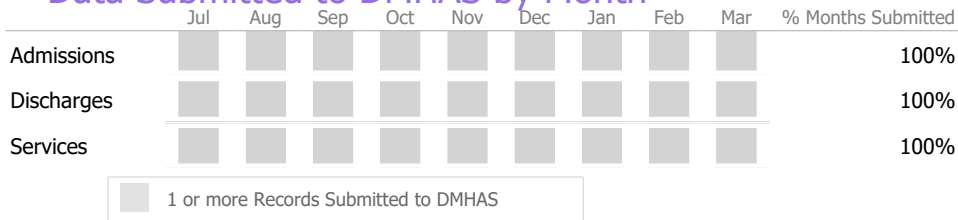
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	131	29% ▲
Admits	119	105	13% ▲
Discharges	96	74	30% ▲
Social Rehab/PHP/IOP Days	5,639	4,676	21% ▲

Service Utilization

✓ Clients Receiving Services



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	9	9	0%
Admits	1	-	
Discharges	-	-	
Service Hours	508	535	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	89%	15% ▲

Service Utilization

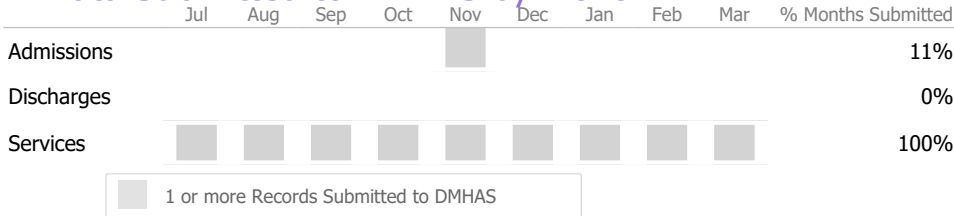
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

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

Data Submitted to DMHAS by Month



▲ > 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	460	527	-13% ▼

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

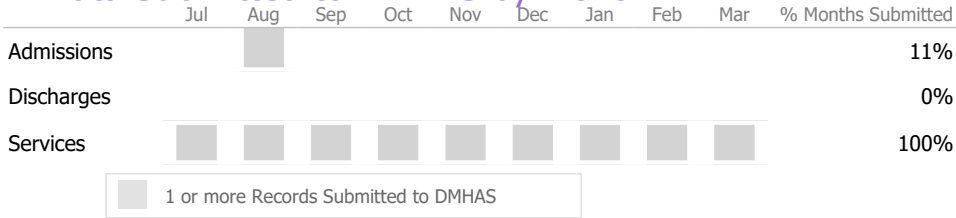
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

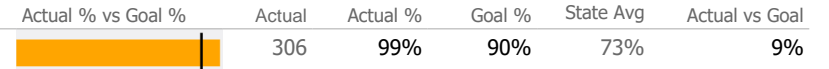
* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

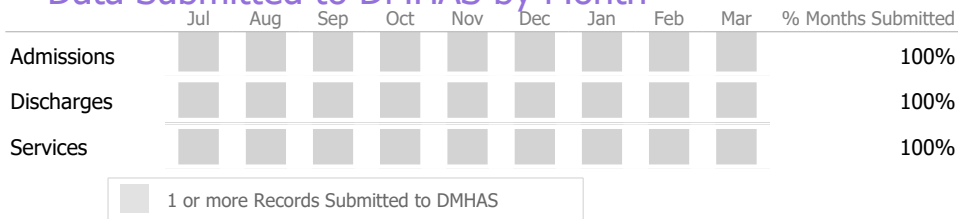
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	412	408	1%
Admits	100	116	-14% ▼
Discharges	114	103	11% ▲
Social Rehab/PHP/IOP Days	19,962	19,209	4%

Service Utilization

✓ Clients Receiving Services



Data Submitted to DMHAS by Month



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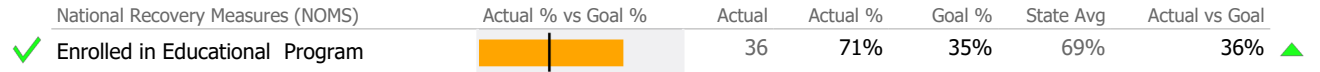
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

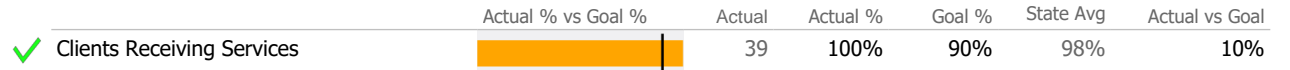
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	48	6%
Admits	15	11	36% ▲
Discharges	12	17	-29% ▼
Service Hours	702	777	-10%

Recovery



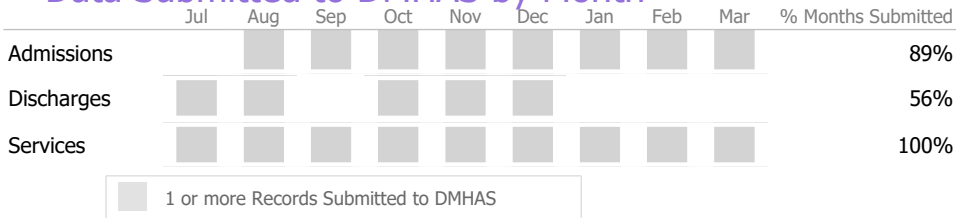
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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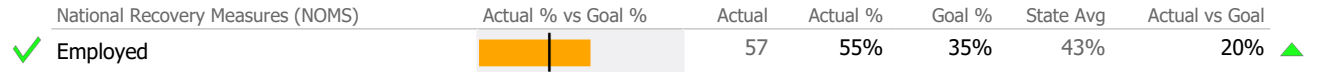
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

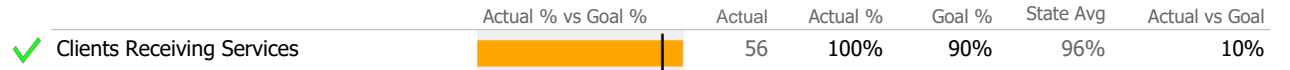
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	95	9%
Admits	41	41	0%
Discharges	48	41	17% ▲
Service Hours	1,512	1,154	31% ▲

Recovery



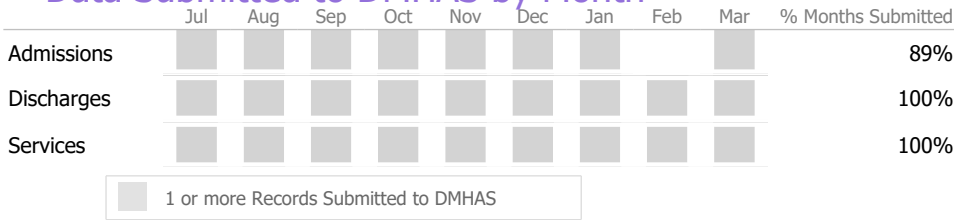
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs