

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	589	512	15%	▲
	Admits	256	168	52%	▲
	Discharges	171	199	-14%	▼
	Service Hours	1,632	2,001	-18%	▼
	S.Rehab/PHP/IOP	38,588	13,087	195%	▲

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

Consumer Satisfaction Survey

(Based on 228 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Access		92%	80%	88%
✓ Respect		88%	80%	91%
✓ Outcome		86%	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	512	76.8%
	Employment Services	98	14.7%
	Education Support	38	5.7%
	Case Management	19	2.8%

Client Demographics

Age	#	%	State Avg
18-25	38	6%	9%
26-34	90	15%	20%
35-44	120	20%	24%
45-54	111	19%	18%
55-64	161	27%	20%
65+	69	12%	9%

Gender	#	%	State Avg
Male	365	62%	58%
Female	224	38%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	459	78%	69%
Hisp-Puerto Rican	80	14%	11%
Hispanic-Other	30	5%	8%
Unknown	17	3%	11%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	252	43%	▲ 17%
White/Caucasian	237	40%	▼ 62%
Other	82	14%	13%
Asian	6	1%	1%
Unknown	6	1%	6%
Hawaiian/Other Pacific Islander	3	1%	0%
Multiple Races	2	0%	1%
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 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	8	8	0%
Discharges	4	10	-60% ▼
Service Hours	115	150	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		5	36%	35%	48%	1%

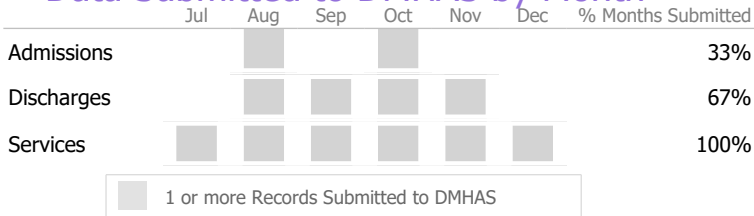
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%
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 44 Active Employment Services Programs

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

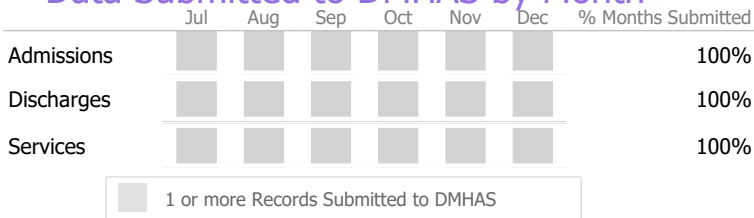
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	134	49% ▲
Admits	119	76	57% ▲
Discharges	101	78	29% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	13,834	3,071	350% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		96	92%	90%	73%	2%

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	10	9	11% ▲
Admits	4	-	
Discharges	1	1	0%
Service Hours	257	306	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

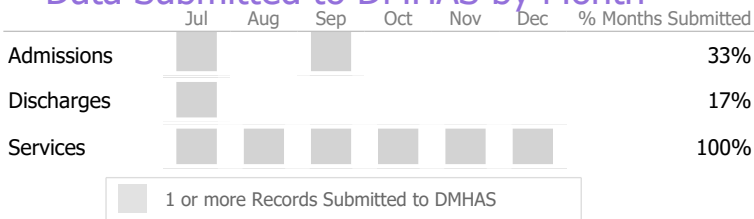
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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 110 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	9	8	13% ▲
Admits	1	-	
Discharges	1	1	0%
Service Hours	314	268	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	96%	15% ▲

Service Utilization

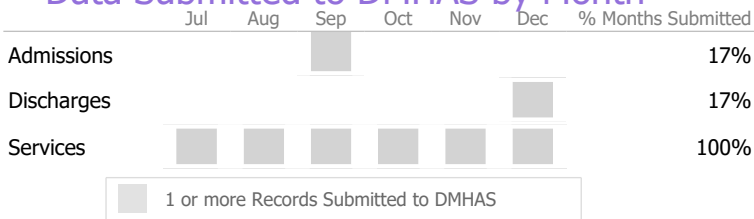
NOMS	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

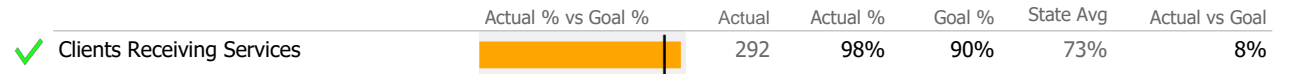
* State Avg based on 64 Active Supportive Housing – Development Programs

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

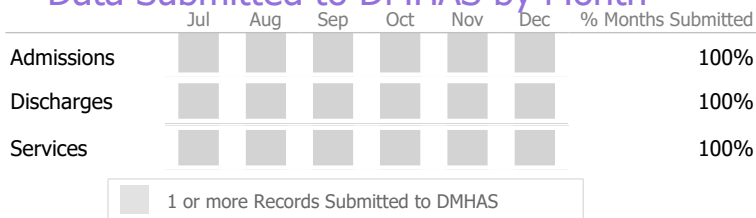
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	322	290	11% ▲
Admits	68	49	39% ▲
Discharges	26	59	-56% ▼
Service Hours	2	-	
Social Rehab/PHP/IOP Days	24,754	10,016	147% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	44	-14% ▼
Admits	13	9	44% ▲
Discharges	9	14	-36% ▼
Service Hours	427	453	-6%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		25	66%	35%	68%	31% ▲

Service Utilization

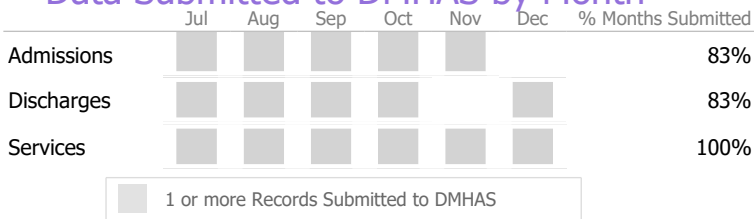
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		29	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 99%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	 76%	96%

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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	80	6%
Admits	43	26	65% ▲
Discharges	29	36	-19% ▼
Service Hours	517	824	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		37	44%	35%	48%	9%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	98%	90%	92%	8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 44 Active Employment Services Programs

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