

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	121	122	-1%
	Admits	12	23	-48% ▼
	Discharges	5	18	-72% ▼
	Service Hours	390	633	-38% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	121	100.0%

Consumer Satisfaction Survey

(Based on 42 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ Recovery		92%	80%	79%
✓ Outcome		90%	80%	83%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	8	7%	8%
26-34	21	17%	21%
35-44	17	14%	22%
45-54	31	26%	20%
55-64	39	32% ▲	20%
65+	5	4%	9%

Gender	#	%	State Avg
Male	62	51%	58%
Female	59	49%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	110	91% ▲	69%
Hisp-Puerto Rican	6	5%	12%
Hispanic-Other	3	2%	8%
Unknown	2	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	94	78% ▲	63%
Black/African American	16	13%	16%
Other	9	7%	13%
Multiple Races	1	1%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Supported Employment 370270

Kuhn Employment Opportunities Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	112	-1%
Admits	11	23	-52% ▼
Discharges	5	18	-72% ▼
Service Hours	368	598	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		45	41%	35%	44%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		85	80%	90%	87%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		87%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 39 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	12	11	9%
Admits	1	-	
Discharges	-	-	
Service Hours	22	35	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	100%	35%	44%	65% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	87%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		87%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 39 Active Employment Services Programs