

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	128	142	-10%
	Admits	19	45	-58% ▼
	Discharges	23	39	-41% ▼
	Service Hours	797	1,428	-44% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	128	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	9	7%	9%
26-34	23	18%	21%
35-44	17	13%	22%
45-54	34	27%	19%
55-64	40	31% ▲	20%
65+	5	4%	8%

Gender	#	%	State Avg
Female	64	50%	42%
Male	64	50%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	117	91% ▲	70%
Hisp-Puerto Rican	6	5%	12%
Hispanic-Other	3	2%	8%
Unknown	2	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	101	79% ▲	62%
Black/African American	16	13%	17%
Other	9	7%	13%
Multiple Races	1	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

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

## Supported Employment 370270

Kuhn Employment Opportunities Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	133	-11% ▼
Admits	18	44	-59% ▼
Discharges	22	38	-42% ▼
Service Hours	756	1,359	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		52	44%	35%	44%	9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		84	88%	90%	92%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	41	70	-41% ▼

### Recovery

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

### Service Utilization

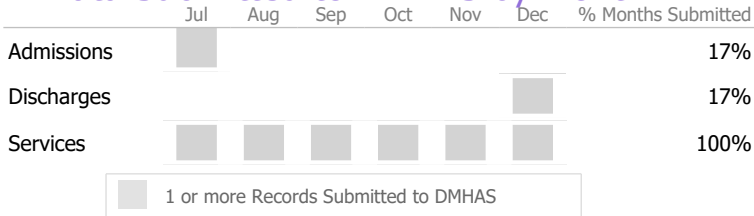
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Employment Services Programs