

### 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

### Consumer Satisfaction Survey

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Employment Services	128	100.0%	

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	9	7%	9%	Female	64	50%	42%
26-34	23	18%	21%	Male	64	50%	58%
35-44	17	13%	22%	Transgender			0%
45-54	34	27%	19%				
55-64	40	31%	20%				
65+	5	4%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	117	91%	70%	White/Caucasian	101	79%	62%
Hisp-Puerto Rican	6	5%	12%	Black/African American	16	13%	17%
Hispanic-Other	3	2%	8%	Other	9	7%	13%
Unknown	2	2%	10%	Multiple Races	1	1%	1%
Hispanic-Cuban		0%		Unknown	1	1%	6%
Hispanic-Mexican		0%		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 - December 2020 (Data as of Apr 06, 2021)

### 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	Actual % vs Goal %	52	44%	35%	44%	9%

### Service Utilization

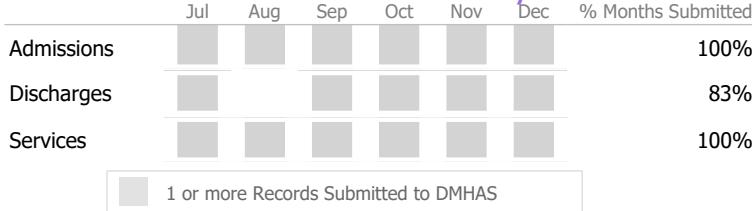
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Actual % vs Goal %	84	88%	90%	92%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%

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

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	100% ▲	12	100%	35%	44%	65% ▲

## Service Utilization

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

## Data Submission Quality

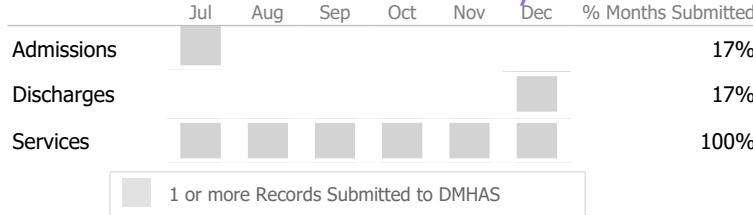
Data Entry

	Actual	State Avg
✓ Valid NOMS Data	100%	89%

On-Time Periodic

	Actual	State Avg
✓ 6 Month Updates	100%	92%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

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