

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	171	218	-22%	▼
	Admits	34	75	-55%	▼
	Discharges	25	88	-72%	▼
	Service Hours	2,973	3,396	-12%	▼

▲ > 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	171	100.0%

### Consumer Satisfaction Survey

(Based on 72 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Respect		98%	80%	91%
✓ Access		97%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Recovery		85%	80%	79%
✓ Outcome		84%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	13	8%	10%
26-34	46	27%	22%
35-44	33	19%	23%
45-54	39	23%	19%
55-64	31	18%	19%
65+	8	5%	8%

Gender	#	%	State Avg
Male	106	62%	58%
Female	65	38%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	136	80%	▲ 69%
Hispanic-Other	20	12%	8%
Hisp-Puerto Rican	14	8%	12%
Unknown	1	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	70	41%	▼ 62%
Black/African American	69	40%	▲ 17%
Other	28	16%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%

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

**Peer Mentor Program 111-280**

Kennedy Center Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	29	-24% ▼
Admits	2	3	-33% ▼
Discharges	4	6	-33% ▼
Service Hours	313	214	46% ▲

**Recovery**

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		14	64%	35%	42%	29% ▲

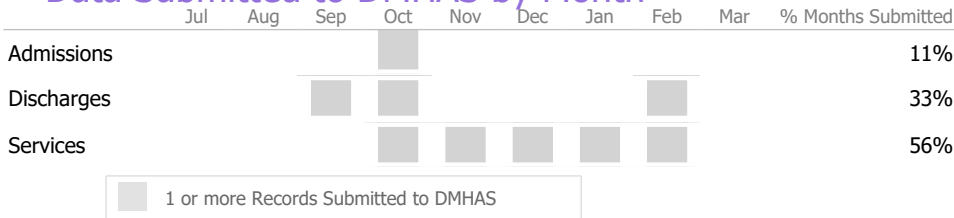
**Service Utilization**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	94%	90%	97%	4%

**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

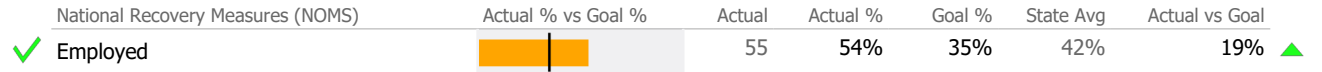
\* State Avg based on 39 Active Employment Services Programs

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

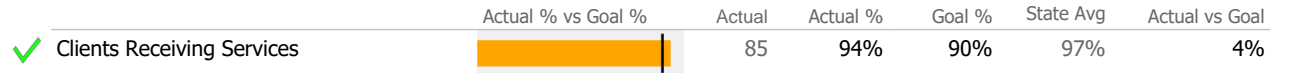
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	138	-27% ▼
Admits	18	57	-68% ▼
Discharges	14	57	-75% ▼
Service Hours	1,646	1,891	-13% ▼

### Recovery



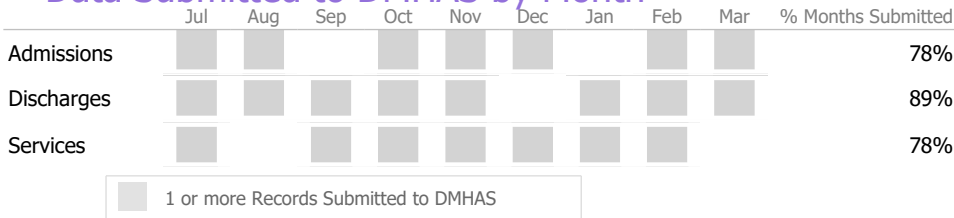
### Service Utilization



### Data Submission Quality



### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	73	-12% ▼
Admits	14	15	-7%
Discharges	7	25	-72% ▼
Service Hours	1,014	1,291	-21% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		29	45%	35%	42%	10% ▲

### Service Utilization

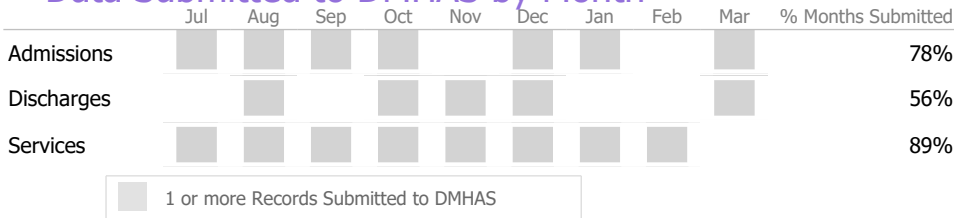
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	97%	90%	97%	7%

### 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



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