

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	140	158	-11% ▼
	Admits	32	61	-48% ▼
	Discharges	31	49	-37% ▼
	Service Hours	1,097	1,936	-43% ▼

▲ > 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	140	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	10	7%	10%
26-34	23	16%	22%
35-44	19	14%	23%
45-54	37	26%	19%
55-64	44	31% ▲	19%
65+	7	5%	8%

Gender	#	%	State Avg
Female	71	51%	42%
Male	69	49%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	126	90% ▲	69%
Hisp-Puerto Rican	8	6%	12%
Hispanic-Other	3	2%	8%
Unknown	3	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	110	79% ▲	62%
Black/African American	18	13%	17%
Other	9	6%	13%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

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

Variances 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	149	-13% ▼
Admits	31	60	-48% ▼
Discharges	30	48	-38% ▼
Service Hours	1,034	1,836	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		51	39%	35%	42%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		92	91%	90%	97%	1%

### 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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■	■	■	■	■	■	■	89%
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	12	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	64	101	-36% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		12	100%	35%	42%	65% ▲

### Service Utilization

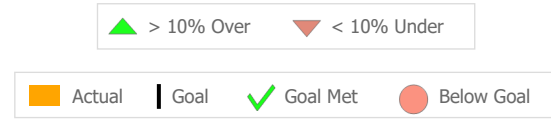
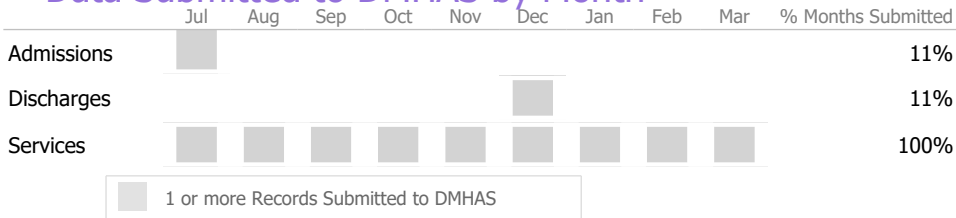
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	97%	10%

### 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



\* State Avg based on 39 Active Employment Services Programs

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