

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	174	222	-22% ▼
	Admits	37	79	-53% ▼
	Discharges	25	93	-73% ▼
	Service Hours	3,895	4,238	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	174	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	47	27%	22%
35-44	34	20%	23%
45-54	40	23%	19%
55-64	31	18%	18%
65+	8	5%	7%

Gender	#	%	State Avg
Male	108	62%	59%
Female	66	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	138	79%	▲ 68%
Hispanic-Other	20	11%	8%
Hisp-Puerto Rican	15	9%	11%
Unknown	1	1%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
Black/African American	71	41%	▲ 17%
White/Caucasian	70	40%	▼ 61%
Other	29	17%	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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	29	-24% ▼
Admits	2	3	-33% ▼
Discharges	4	9	-56% ▼
Service Hours	402	266	51% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		14	64%	35%	43%	29% ▲

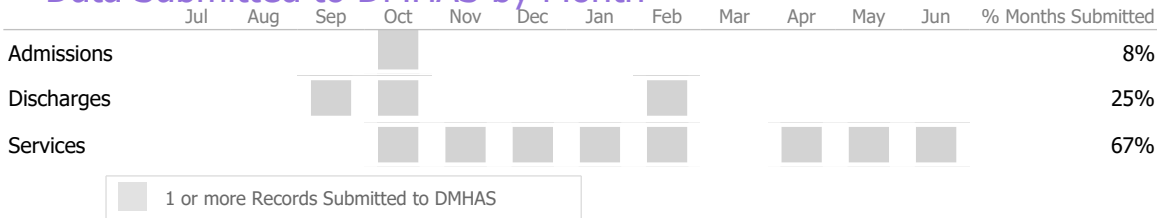
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

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	104	140	-26% ▼
Admits	21	59	-64% ▼
Discharges	14	59	-76% ▼
Service Hours	2,148	2,376	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		61	58%	35%	43%	23% ▲

Service Utilization

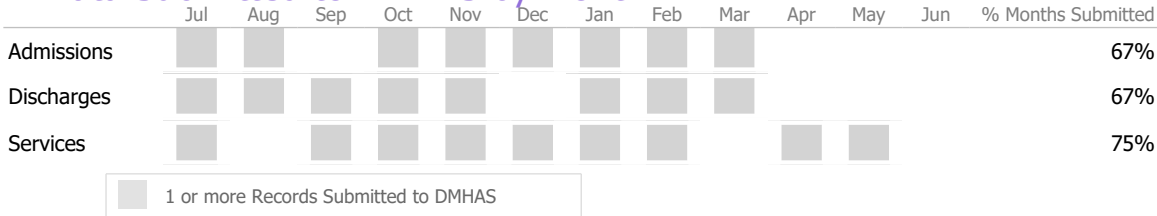
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

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	75	-15% ▼
Admits	14	17	-18% ▼
Discharges	7	25	-72% ▼
Service Hours	1,346	1,596	-16% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		30	47%	35%	43%	12% ▲

Service Utilization

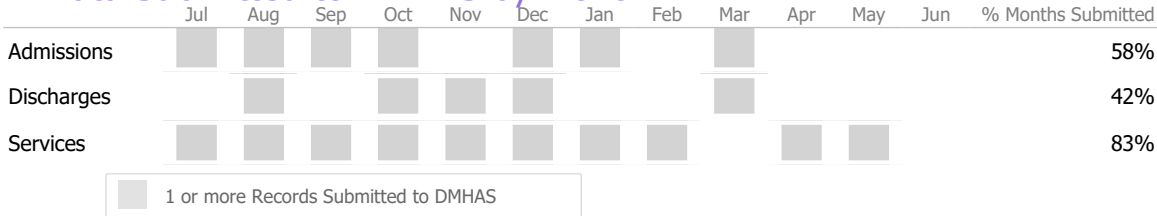
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		57	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

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