

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	234	242	-3%
	Admits	57	128	-55% ▼
	Discharges	50	62	-19% ▼
	Service Hours	1,356	1,322	3%

▲ > 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	234	100.0%

### Consumer Satisfaction Survey

(Based on 58 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		98%	80%	91%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Outcome		92%	80%	83%
✓ Recovery		83%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	23	10%	8%
26-34	51	22%	19%
35-44	52	22%	24%
45-54	40	17%	18%
55-64	51	22%	19%
65+	17	7%	10%

Gender	#	%	State Avg
Male	143	61%	59%
Female	90	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	197	84% ▲	65%
Hispanic-Other	28	12%	10%
Unknown	5	2% ▼	14%
Hisp-Puerto Rican	4	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	165	71% ▲	60%
Black/African American	31	13%	17%
Other	30	13%	12%
Asian	6	3%	1%
Multiple Races	1	0%	1%
Unknown	1	0%	8%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

## Employment Services Meriden

Kuhn Employment Opportunities Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	81	2%
Admits	17	78	-78% ▼
Discharges	10	17	-41% ▼
Service Hours	295	327	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	40%	35%	43%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		53	73%	90%	93%	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		86% 93%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		51% 77%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							50%
Services							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 37 Active Employment Services Programs

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

## Supported Employment

Kuhn Employment Opportunities Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	153	-8%
Admits	37	46	-20% ▼
Discharges	37	44	-16% ▼
Service Hours	1,011	968	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		74	53%	35%	43%	18% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		99	96%	90%	93%	6%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 37 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	19	14	36% ▲
Admits	3	4	-25% ▼
Discharges	3	1	200% ▲
Service Hours	50	28	77% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	89%	35%	43%	54% ▲

### Service Utilization

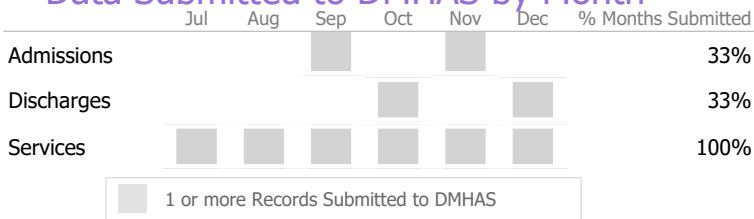
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 37 Active Employment Services Programs

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