

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	248	231	7%
	Admits	70	70	0%
	Discharges	70	60	17% ▲
	Service Hours	2,314	1,677	38% ▲

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

### Consumer Satisfaction Survey

(Based on 72 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		94%	80%	83%
✓ Access		93%	80%	88%
✓ Quality and Appropriateness		87%	80%	93%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Employment Services	248	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	17	7%	8%
26-34	62	25%	18%
35-44	64	26%	25%
45-54	51	21%	19%
55-64	44	18%	19%
65+	10	4%	12%

Gender	#	%	State Avg
Male	149	60%	59%
Female	96	39%	40%
Transgender/Other	3	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	200	81% ▲	64%
Hisp-Puerto Rican	22	9%	10%
Hispanic-Other	16	6%	12%
Unknown	6	2% ▼	13%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	159	64%	59%
Black/African American	40	16%	18%
Other	38	15%	12%
Asian	5	2%	1%
Unknown	4	2%	8%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	80	45% ▲
Admits	42	26	62% ▲
Discharges	42	15	180% ▲
Service Hours	1,060	488	117% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		51	44%	35%	43%	9%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
Periodic Submitted	Actual	State Avg
6 Month Updates		92%

### Data Submitted to DMHAS for 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 35 Active Employment Services Programs

## 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 2025 - December 2025

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	140	-13% ▼
Admits	25	41	-39% ▼
Discharges	25	43	-42% ▼
Service Hours	1,183	1,132	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		68	56%	35%	43%	21% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		97	98%	90%	93%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

Periodic Submitted	Actual	State Avg
6 Month Updates		92%

### Data Submitted to DMHAS for 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 35 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	17	18% ▲
Admits	3	3	0%
Discharges	3	2	50% ▲
Service Hours	71	57	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		19	95%	35%	43%	60% ▲

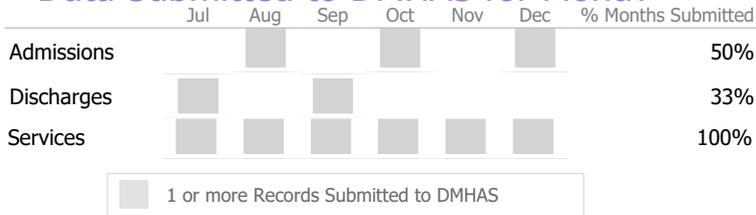
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 100%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	 100%	92%

### Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under



\* State Avg based on 35 Active Employment Services Programs