**Kuhn Employment Opportunities Inc.**
Meriden, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)
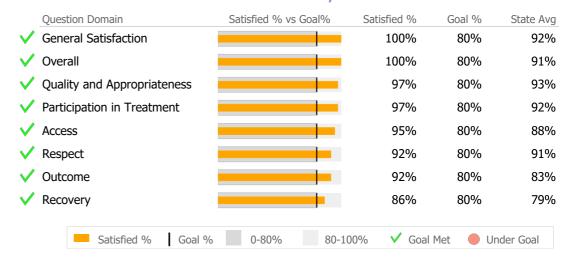
## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 163 | 145 | 12% | ▲ |
| | Admits | 67 | 46 | 46% | ▲ |
| | Discharges | 66 | 47 | 40% | ▲ |
| | Service Hours | 2,442 | 2,192 | 11% | ▲ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Employment Services | | 163 | 100.0% |

## Consumer Satisfaction Survey   (Based on 42 FY18 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|
| ✓ General Satisfaction | | 100% | 80% | 92% |
| ✓ Overall | | 100% | 80% | 91% |
| ✓ Quality and Appropriateness | | 97% | 80% | 93% |
| ✓ Participation in Treatment | | 97% | 80% | 92% |
| ✓ Access | | 95% | 80% | 88% |
| ✓ Respect | | 92% | 80% | 91% |
| ✓ Outcome | | 92% | 80% | 83% |
| ✓ Recovery | | 86% | 80% | 79% |

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

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 9 | 6% | 12% |
| 26-34 | 32 | 20% | 24% |
| 35-44 | 32 | 20% | 21% |
| 45-54 | 40 | 25% | 20% |
| 55-64 | 42 | 26% | 17% |
| 65+ | 8 | 5% | 6% |

### Gender

| Gender | # | % | | State Avg |
|---|---|---|---|---|
| Female | 83 | 51% | ▲ | 40% |
| Male | 79 | 49% | ▼ | 60% |
| Transgender | | | | 0% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 150 | 92% | ▲ | 70% |
| Hisp-Puerto Rican | 8 | 5% | | 12% |
| Hispanic-Other | 3 | 2% | | 7% |
| Unknown | 2 | 1% | | 10% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 1% |

### Race

| Race | # | % | | State Avg |
|---|---|---|---|---|
| White/Caucasian | 124 | 76% | ▲ | 63% |
| Black/African American | 26 | 16% | | 17% |
| Other | 12 | 7% | | 13% |
| Unknown | 1 | 1% | | 5% |
| Am. Indian/Native Alaskan | | | | 1% |
| Asian | | | | 1% |
| Multiple Races | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | 0% |

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

**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 2018 - June 2019  (Data as of Sep 16, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 152 | 133 | 14% | ▲ |
| Admits | 66 | 44 | 50% | ▲ |
| Discharges | 65 | 45 | 44% | ▲ |
| Service Hours | 2,317 | 1,979 | 17% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Employed | | 55 | 36% | 35% | 42% | 1% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 92 | 99% | 90% | 97% | 9% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |
| Discharges | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 83% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 43 Active Employment Services Programs

**Voc Mentor Program 307-272**
Kuhn Employment Opportunities Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019  (Data as of Sep 16, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 12 | 13 | -8% | |
| Admits | 1 | 2 | -50% | ▼ |
| Discharges | 1 | 2 | -50% | ▼ |
| Service Hours | 125 | 213 | -41% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Employed | | 11 | 92% | 35% | 42% | 57% | ▲ |

## 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 | | 100% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | ■ | | | 8% |
| Discharges | | ■ | | | | | | | | | | | 8% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

■ Actual     | Goal     ✓ Goal Met     ● Below Goal

* State Avg based on 43 Active Employment Services Programs