

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	122	115	6%
	Admits	23	16	44% ▲
	Discharges	18	11	64% ▲
	Service Hours	633	549	15% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	122	100.0%

Consumer Satisfaction Survey

(Based on 23 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Access		95%	80%	88%
✓ General Satisfaction		91%	80%	92%
✓ Overall		91%	80%	91%
✓ Respect		88%	80%	91%
✓ Recovery		86%	80%	79%
✓ Outcome		82%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	8	7%	9%
26-34	21	17%	22%
35-44	23	19%	21%
45-54	28	23%	20%
55-64	38	31% ▲	20%
65+	4	3%	7%

Gender	#	%	State Avg
Female	61	50%	41%
Male	61	50%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	111	91% ▲	71%
Hisp-Puerto Rican	6	5%	12%
Hispanic-Other	2	2%	7%
Unknown	2	2%	9%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	91	75% ▲	64%
Black/African American	19	16%	16%
Other	10	8%	13%
Multiple Races	1	1%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Asian			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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	104	8%
Admits	23	16	44% ▲
Discharges	18	10	80% ▲
Service Hours	598	497	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		39	35%	35%	43%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		85	85%	90%	92%	-5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	35	52	-32% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		11	100%	35%	43%	65% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	91%	90%	92%	1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs