

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	169	165	2%
	Admits	17	28	-39% ▼
	Discharges	25	19	32% ▲
	Service Hours	1,564	2,097	-25% ▼

▲ > 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	169	100.0%

### Consumer Satisfaction Survey

(Based on 107 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		87%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	7	4%	9%
26-34	49	29%	21%
35-44	34	20%	23%
45-54	40	24%	19%
55-64	30	18%	19%
65+	8	5%	9%

Gender	#	%	State Avg
Male	101	60%	59%
Female	68	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	133	79%	▲ 68%
Hispanic-Other	20	12%	8%
Hisp-Puerto Rican	16	9%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 11%

Race	#	%	State Avg
Black/African American	70	41%	▲ 17%
White/Caucasian	67	40%	▼ 62%
Other	29	17%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Unknown			6%

■ 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 2021 - December 2021 (Data as of Apr 18, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	22	-23% ▼
Admits	-	2	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	139	235	-41% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	59%	35%	49%	24% ▲

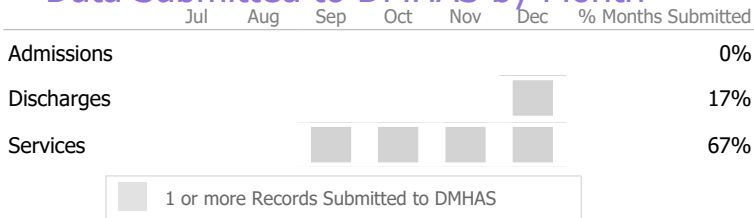
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	71%	90%	94%	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

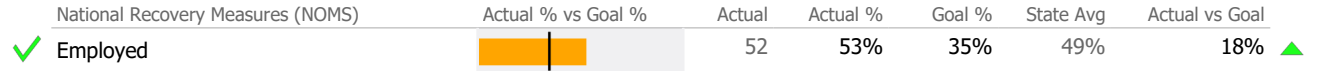
\* State Avg based on 39 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	97	1%
Admits	11	14	-21% ▼
Discharges	11	10	10%
Service Hours	839	1,169	-28% ▼

### Recovery



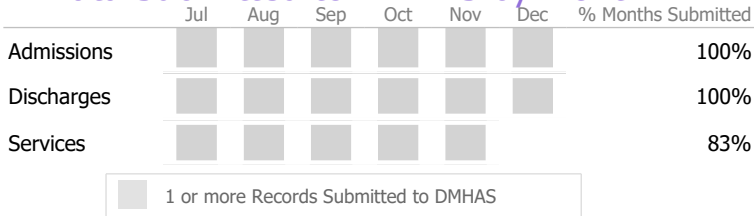
### Service Utilization



### Data Submission Quality



### 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	67	62	8%
Admits	6	12	-50% ▼
Discharges	13	6	117% ▲
Service Hours	585	694	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	48%	35%	49%	13% ▲

### Service Utilization

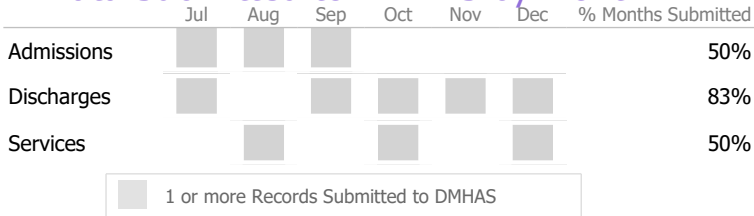
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	93%	90%	94%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### 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