

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	305	200	53%	▲
	Admits	203	100	103%	▲
	Discharges	140	87	61%	▲
	Service Hours	2,708	1,913	42%	▲

▲ > 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	305	100.0%

### Consumer Satisfaction Survey

(Based on 25 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Recovery		92%	80%	79%
✓ Outcome		87%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	29	10%	10%
26-34	68	22%	21%
35-44	70	23%	24%
45-54	59	19%	18%
55-64	60	20%	18%
65+	19	6%	9%

Gender	#	%	State Avg
Male	180	59%	59%
Female	125	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	250	82%	▲ 67%
Hispanic-Other	42	14%	9%
Hisp-Puerto Rican	9	3%	10%
Unknown	4	1%	▼ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	208	68%	60%
Other	46	15%	12%
Black/African American	43	14%	18%
Asian	6	2%	1%
Unknown	2	1%	7%
Am. Indian/Native Alaskan			1%
Multiple Races			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 2022 - June 2023 (Data as of Sep 25, 2023)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	3	3767% ▲
Admits	115	3	3733% ▲
Discharges	53	-	
Service Hours	632	-	

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		44	37%	35%	43%	2%

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		61	92%	90%	95%	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	85%	77%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services						■			■	■	■	■	42%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 44 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

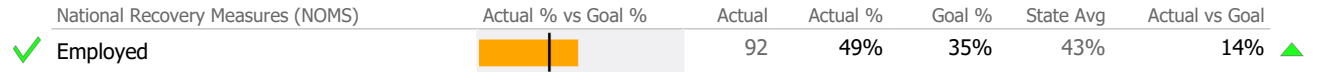
Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

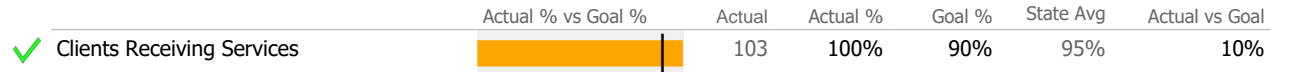
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	188	-3%
Admits	79	97	-19% ▼
Discharges	84	85	-1%
Service Hours	1,999	1,846	8%

### Recovery



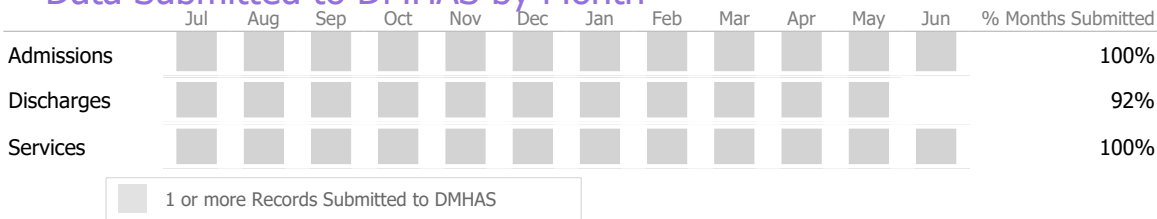
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 44 Active Employment Services Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	12	58% ▲
Admits	9	-	
Discharges	3	2	50% ▲
Service Hours	77	67	15% ▲

### Recovery

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

### Service Utilization

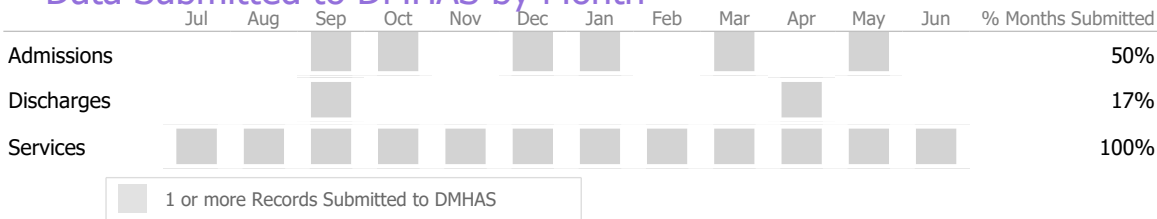
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	95%	10%

### 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 44 Active Employment Services Programs

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