

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	157	168	-7%
	Admits	37	56	-34% ▼
	Discharges	39	51	-24% ▼
	Service Hours	5,053	4,817	5%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	157	100.0%

Consumer Satisfaction Survey (Based on 52 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Respect		98%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		90%	80%	83%
✓ Recovery		88%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	8	5%	17% ▼
26-34	18	11%	22% ▼
35-44	39	25%	20%
45-54	53	34%	24%
55-64	36	23%	13%
65+	3	2%	4%

Gender	#	%	State Avg
Male	91	58%	60%
Female	66	42%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	149	95%	74% ▲
Hisp-Puerto Rican	7	4%	12%
Hispanic-Other	1	1%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	126	80%	64% ▲
Black/African American	22	14%	17%
Asian	4	3%	1%
Other	4	3%	15% ▼
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Unknown			2%

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	148	159	-7%
Admits	36	55	-35% ▼
Discharges	36	48	-25% ▼
Service Hours	4,692	4,577	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		47	31%	35%	31%	-4%

Service Utilization

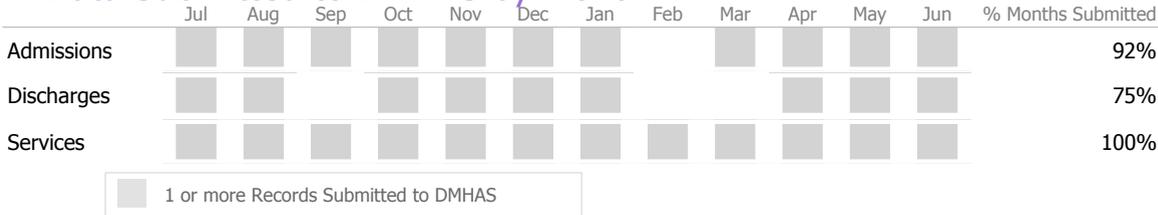
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		114	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		73%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	1	1	0%
Discharges	3	3	0%
Service Hours	362	240	51% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	73%	35%	31%	38% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		73%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
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