

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	119	151	-21%	▼
	Admits	20	39	-49%	▼
	Discharges	20	55	-64%	▼
	Service Hours	1,120	1,523	-26%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	119	100.0%

Consumer Satisfaction Survey

(Based on 33 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		91%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	3	3%	12%
26-34	23	19%	23%
35-44	28	24%	20%
45-54	29	25%	22%
55-64	31	26%	18%
65+	4	3%	6%

Gender	#	%	State Avg
Male	65	55%	59%
Female	54	45%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	111	93%	▲ 74%
Unknown	4	3%	6%
Hispanic-Other	2	2%	7%
Hisp-Puerto Rican	2	2%	▼ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	95	80%	▲ 65%
Black/African American	19	16%	16%
Other	3	3%	13%
Asian	2	2%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

■ 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	142	-25% ▼
Admits	18	37	-51% ▼
Discharges	19	55	-65% ▼
Service Hours	1,011	1,412	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	38%	35%	45%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		72	82%	90%	96%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	11	18% ▲
Admits	2	2	0%
Discharges	1	-	
Service Hours	109	111	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		13	100%	35%	45%	65% ▲

Service Utilization

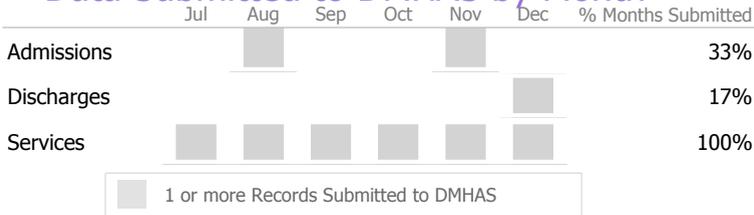
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 41 Active Employment Services Programs