Kennedy Center Inc.
Trumbull, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	262	287	-9%	
	Admits	130	121	7%	
	Discharges	162	142	14%	▲
	Service Hours	5,482	5,129	7%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	262	100.0%

Consumer Satisfaction Survey (Based on 115 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Overall		90%	80%	91%
✓ Outcome		88%	80%	83%
✓ Participation in Treatment		85%	80%	92%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	7%	16%
26-34	56	21%	24%
35-44	59	23%	19%
45-54	76	29%	23%
55-64	51	20%	14%
65+	2	1%	4%

Gender	#	%	State Avg
Male	140	53%	60%
Female	122	47%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	211	81%	75%
Hisp-Puerto Rican	23	9%	12%
Hispanic-Other	22	8%	6%
Unknown	4	2%	6%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican			1%

Race	#	%		State Avg
White/Caucasian	126	48%	▼	66%
Black/African American	91	35%	▲	17%
Other	37	14%		13%
Asian	3	1%		1%
Unknown	3	1%		3%
Multiple Races	2	1%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	24	25%	▲
Admits	11	5	120%	▲
Discharges	10	4	150%	▲
Service Hours	709	804	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		7	23%	35%	39%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■				■	■	■	■	■	■	■		67%
Discharges	■	■		■				■		■	■	■	58%
Services	■	■	■	■		■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 40 Active Employment Services Programs

Work Services - Bridgeport 111-271
Kennedy Center Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	156	190	-18%	▼
Admits	64	88	-27%	▼
Discharges	89	98	-9%	
Service Hours	3,149	3,108	1%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		65	40%	35%	39%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		75	97%	90%	96%	7%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	99%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	93%

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													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 40 Active Employment Services Programs

Work Services - Waterbury 111275
Kennedy Center Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	91	9%	
Admits	55	28	96%	▲
Discharges	63	40	58%	▲
Service Hours	1,624	1,217	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		23	22%	35%	39%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%

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													92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 40 Active Employment Services Programs