Community Enterprises Inc.
Northampton, MA

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	87	86	1%	
	Admits	25	33	-24%	▼
	Discharges	29	20	45%	▲
	Service Hours	2,465	2,547	-3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		87	100.0%

Consumer Satisfaction Survey   (Based on 58 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	General Satisfaction		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Access		97%	80%	88%
✓	Participation in Treatment		96%	80%	92%
✓	Respect		96%	80%	91%
✓	Recovery		93%	80%	79%
✓	Outcome		86%	80%	83%

▮ Satisfied %	▎ Goal %	▨ 0-80%	▨ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age		#	%	State Avg
18-25		10	11%	15%
26-34		15	17%	24%
35-44		13	15%	19%
45-54		21	24%	23%
55-64		25	29% ▲	15%
65+		3	3%	5%

Gender		#	%		State Avg
Female		46	53%	▲	40%
Male		41	47%	▼	60%
Transgender					0%

Ethnicity	#	%	State Avg
Non-Hispanic	74	85%	75%
Hisp-Puerto Rican	10	11%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	5%
Hispanic-Other			7%

Race		#	%		State Avg
White/Caucasian		77	89%	▲	65%
Black/African American		9	10%		17%
Hawaiian/Other Pacific Islander		1	1%		0%
Am. Indian/Native Alaskan					0%
Asian					1%
Multiple Races					1%
Other				▼	13%
Unknown					3%

▮ Unique Clients	▎ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

1649 Rt. 12, Voc Rehab 403-270
Community Enterprises Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	86	1%	
Admits	25	33	-24%	▼
Discharges	29	20	45%	▲
Service Hours	2,465	2,547	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		42	48%	35%	40%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	89%
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