

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	187	166	13%	▲
	Admits	78	60	30%	▲
	Discharges	93	57	63%	▲
	Service Hours	2,731	3,099	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	187	100.0%

Consumer Satisfaction Survey

(Based on 40 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Outcome		92%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	7	4%	14%
26-34	35	19%	24%
35-44	46	25%	20%
45-54	56	30%	22%
55-64	39	21%	16%
65+	4	2%	5%

Gender	#	%	State Avg
Male	98	52%	60%
Female	89	48%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	168	90%	▲ 74%
Unknown	9	5%	6%
Hisp-Puerto Rican	7	4%	13%
Hispanic-Other	3	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	138	74%	65%
Black/African American	32	17%	16%
Other	9	5%	13%
Asian	5	3%	1%
Am. Indian/Native Alaskan	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	3%
Multiple Races			1%

■ 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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	178	157	13% ▲
Admits	75	59	27% ▲
Discharges	92	53	74% ▲
Service Hours	2,514	2,856	-12% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		69	38%	35%	43%	3%

Service Utilization

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		97	100%	90%	97%	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

	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	3	1	200% ▲
Discharges	1	4	-75% ▼
Service Hours	217	244	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		11	92%	35%	43%	57% ▲

Service Utilization

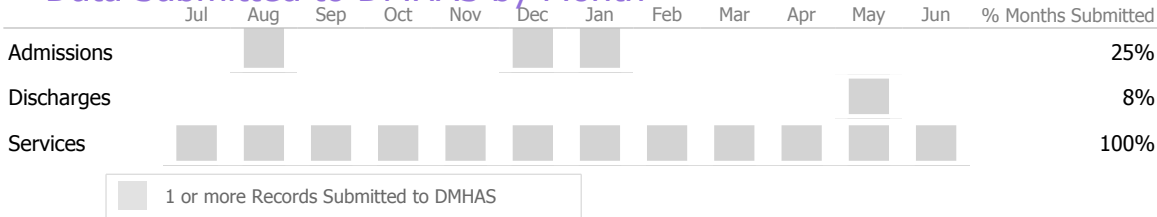
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

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 40 Active Employment Services Programs