Community Enterprises Inc.
Northampton, MA

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	65	74	-12%	▼
	Admits	5	10	-50%	▼
	Discharges	65	19	242%	▲
	Service Hours	736	1,655	-56%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		65	100.0%

Consumer Satisfaction Survey   (Based on 51 FY16 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%
✔	Respect		100%	80%	91%
✔	Access		100%	80%	88%
✔	Recovery		98%	80%	79%
✔	Outcome		96%	80%	83%
✔	Participation in Treatment		93%	80%	92%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	8	12%	13%
26-34	13	20%	23%
35-44	13	20%	19%
45-54	12	18%	22%
55-64	17	26%	17%
65+	2	3%	5%

Gender

Gender	#	%	State Avg
Male	39	60%	59%
Female	26	40%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	56	86%	▲	74%
Hisp-Puerto Rican	7	11%		12%
Hispanic-Cuban	1	2%		0%
Hispanic-Other	1	2%		7%
Hispanic-Mexican				1%
Unknown				6%

Race

Race	#	%		State Avg
White/Caucasian	57	88%	▲	65%
Black/African American	7	11%		16%
Hawaiian/Other Pacific Islander	1	2%		0%
Am. Indian/Native Alaskan				1%
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
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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
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Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		33	51%	35%	44%	16%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	94%	N/A	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪					33%
Discharges	▪	▪	▪				50%
Services	▪	▪	▪	▪			67%

    1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
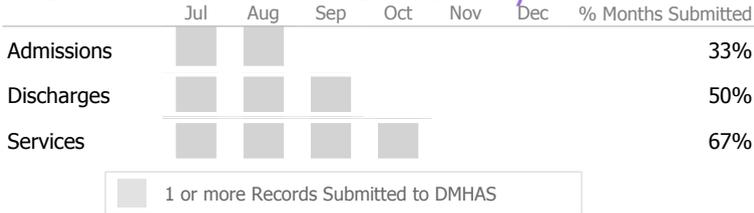
* State Avg based on 40 Active Employment Services Programs