**Kennedy Center Inc.**
Trumbull, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 180 | 175 | 3% | |
| | Admits | 31 | 31 | 0% | |
| | Discharges | 41 | 33 | 24% | ▲ |
| | Service Hours | 1,113 | 1,288 | -14% | ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Employment Services | | 180 | 100.0% |

## Consumer Satisfaction Survey   (Based on 121 FY19 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Overall | | 99% | 80% | 91% |
| ✓ | General Satisfaction | | 99% | 80% | 92% |
| ✓ | Quality and Appropriateness | | 99% | 80% | 93% |
| ✓ | Access | | 98% | 80% | 88% |
| ✓ | Participation in Treatment | | 98% | 80% | 92% |
| ✓ | Respect | | 96% | 80% | 91% |
| ✓ | Recovery | | 88% | 80% | 79% |
| ✓ | Outcome | | 84% | 80% | 83% |

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

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 15 | 8% | 9% |
| 26-34 | 48 | 27% | 22% |
| 35-44 | 35 | 19% | 21% |
| 45-54 | 38 | 21% | 20% |
| 55-64 | 34 | 19% | 20% |
| 65+ | 10 | 6% | 7% |

### Gender

| Gender | # | % | State Avg |
|---|---|---|---|
| Male | 101 | 56% | 59% |
| Female | 79 | 44% | 41% |
| Transgender | | | 0% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 148 | 82% | ▲ | 71% |
| Hispanic-Other | 16 | 9% | | 7% |
| Hisp-Puerto Rican | 14 | 8% | | 12% |
| Hispanic-Mexican | 1 | 1% | | 1% |
| Unknown | 1 | 1% | | 9% |
| Hispanic-Cuban | | | | 0% |

### Race

| Race | # | % | | State Avg |
|---|---|---|---|---|
| White/Caucasian | 78 | 43% | ▼ | 64% |
| Black/African American | 74 | 41% | ▲ | 16% |
| Other | 25 | 14% | | 13% |
| Asian | 2 | 1% | | 1% |
| Unknown | 1 | 1% | | 5% |
| Am. Indian/Native Alaskan | | | | 1% |
| Multiple Races | | | | 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 2019 - September 2019  (Data as of Dec 27, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 28 | 22 | 27% | ▲ |
| Admits | 2 | 3 | -33% | ▼ |
| Discharges | - | 2 | -100% | ▼ |
| Service Hours | 89 | 61 | 47% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Employed | | 13 | 46% | 35% | 43% | 11% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 24 | 86% | 90% | 92% | -4% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 85% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | | | 33% |
| Discharges | | | | 0% |
| Services | ▢ | ▢ | | 67% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✓ Goal Met    🔴 Below Goal

* State Avg based on 42 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 2019 - September 2019  (Data as of Dec 27, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 108 | 98 | 10% | ▲ |
| Admits | 25 | 18 | 39% | ▲ |
| Discharges | 29 | 22 | 32% | ▲ |
| Service Hours | 589 | 684 | -14% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Employed | | 60 | 55% | 35% | 43% | 20% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 81 | 96% | 90% | 92% | 6% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 85% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 98% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 100% |
| Discharges | | | | 100% |
| Services | | | | 67% |

1 or more Records Submitted to DMHAS

▲ > 10% Over      ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 42 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 2019 - September 2019  (Data as of Dec 27, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 63 | 69 | -9% |
| Admits | 4 | 10 | -60% ▼ |
| Discharges | 12 | 9 | 33% ▲ |
| Service Hours | 435 | 543 | -20% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Employed | | 32 | 51% | 35% | 43% | 16% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 52 | 98% | 90% | 92% | 8% |

## Data Submission Quality

| Data Entry | Actual | State Avg |
|---|---|---|
| ✓ Valid NOMS Data | 99% | 85% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| ✓ 6 Month Updates | 100% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 100% |
| Discharges | | | | 100% |
| Services | | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 42 Active Employment Services Programs