Kennedy Center Inc.
Trumbull, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	286	342	-16% ▼
	Admits	120	155	-23% ▼
	Discharges	141	179	-21% ▼
	Service Hours	5,128	6,689	-23% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	286	100.0%

Consumer Satisfaction Survey (Based on 90 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		98%	80%	91%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		93%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	20	7%	16%
26-34	69	24%	23%
35-44	61	21%	20%
45-54	83	29%	24%
55-64	51	18%	14%
65+	1	0%	4%

Gender	#	%	State Avg
Male	154	54%	60%
Female	132	46%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	232	81%	75%
Hisp-Puerto Rican	30	10%	12%
Hispanic-Other	14	5%	6%
Unknown	9	3%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			0%

Race	#	%	State Avg
Black/African American	120	42% ▲	17%
White/Caucasian	120	42% ▼	65%
Other	38	13%	14%
Multiple Races	5	2%	1%
Unknown	2	1%	3%
Asian	1	0%	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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	26	-8%	
Admits	5	10	-50%	▼
Discharges	4	7	-43%	▼
Service Hours	804	704	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	33%	35%	37%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	83%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■								■		■	25%
Discharges						■	■		■			■	33%
Services	■	■	■	■	■	■	■	■	■		■		83%

■ 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	190	223	-15%	▼
Admits	88	89	-1%	
Discharges	97	118	-18%	▼
Service Hours	3,108	3,482	-11%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		69	35%	35%	37%	0%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		111	99%	90%	94%	9%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	99%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	32%	90%

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	■	■	■	■	■	■	■	■	■		■		83%

■ 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	115	-22%	▼
Admits	27	56	-52%	▼
Discharges	40	54	-26%	▼
Service Hours	1,216	2,502	-51%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		25	28%	35%	37%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	39%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■				■	■	■	■	■	■	75%
Discharges		■	■	■	■	■	■	■	■	■	■	■	92%
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