Community Enterprises Inc.
Northampton, MA

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	97	108	-10%	
	Admits	46	49	-6%	
	Discharges	36	56	-36%	▼
	Service Hours	3,445	3,250	6%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		97	100.0%

Consumer Satisfaction Survey   (Based on 58 FY14 Surveys)

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

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

Client Demographics

Age

Age		#	%	State Avg
18-25		9	9%	16%
26-34		18	19%	24%
35-44		20	21%	19%
45-54		23	24%	23%
55-64		25	26% ▲	14%
65+		2	2%	4%

Gender

Gender		#	%		State Avg
Female		52	54%	▲	40%
Male		45	46%	▼	60%

Race

Race		#	%		State Avg
White/Caucasian		81	84%	▲	66%
Black/African American		12	12%		17%
Other		2	2%	▼	13%
Asian		1	1%		1%
Hawaiian/Other Pacific Islander		1	1%		0%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Unknown					3%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		86	89%	▲	75%
Hisp-Puerto Rican		7	7%		12%
Hispanic-Other		2	2%		6%
Hispanic-Cuban		1	1%		0%
Unknown		1	1%		6%
Hispanic-Mexican					1%

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	108	-10%	▼
Admits	46	49	-6%	
Discharges	36	56	-36%	▼
Service Hours	3,445	3,250	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		47	47%	35%	39%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■	■	■	■	■	■	■	■	■		92%
Discharges	■			■	■			■	■	■	■		58%
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