

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	74	92	-20%	▼
	Admits	8	23	-65%	▼
	Discharges	11	25	-56%	▼
	Service Hours	1,431	5,777	-75%	▼
	Bed Days	3,079	3,578	-14%	▼

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

### Consumer Satisfaction Survey (Based on 48 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		85%	80%	92%
✓ Access		85%	80%	88%
✓ Recovery		83%	80%	79%
✓ Outcome		83%	80%	83%
✓ Respect		80%	80%	91%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	62	83.8%
	Residential Services	12	16.2%

### Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	16	22%	22%
35-44	22	30%	23%
45-54	20	27%	19%
55-64	11	15%	19%
65+	5	7%	8%

Gender	#	%	State Avg
Male	57	77%	▲ 58%
Female	17	23%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	61	82%	▲ 69%
Hispanic-Other	5	7%	8%
Hisp-Puerto Rican	5	7%	12%
Unknown	2	3%	11%
Hispanic-Mexican	1	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	39	53%	▲ 17%
White/Caucasian	18	24%	▼ 62%
Other	12	16%	13%
Asian	3	4%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

Variations in data may be indicative of operational adjustments related to the pandemic.

# 165 Ocean Tr.SupvApts 109-250

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	1,096	1,191	-8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

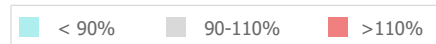
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	78%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	75%	95%	94%	-20% ▼
Employed		0	0%	25%	9%	-25% ▼
Social Support		1	25%	60%	84%	-35% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	2,840 days	0.3	100%	90%	93%	10%



## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS



\* State Avg based on 79 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	548	550	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	90%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	96%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	89%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	100%	90%	98%	10%
Social Support		1	50%	60%	88%	-10%

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	3,908 days	0.3	100%	90%	89%	10%

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over    < 10% Under

Actual    Goal    Goal Met    Below Goal

\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	-	
Discharges	1	1	0%
Bed Days	1,161	1,562	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	84%
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	92%
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	80%	90%	20% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	89%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	88%	20% ▲
Stable Living Situation		5	100%	90%	98%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	3,181 days	0.4	85%	90%	89%	-5%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%

Legend: 1 or more Records Submitted to DMHAS (grey)

▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

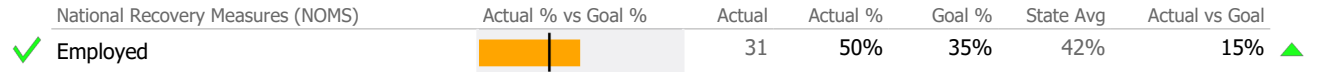
\* State Avg based on 24 Active Group Home Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

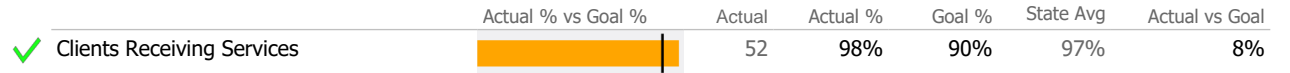
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	79	-22% ▼
Admits	8	23	-65% ▼
Discharges	10	23	-57% ▼
Service Hours	1,431	5,777	-75% ▼

### Recovery



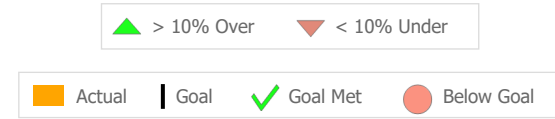
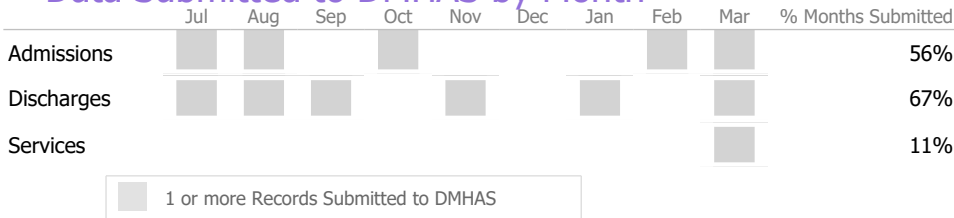
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

# The Wellness Program

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	274	275	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	78%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	25%	9%	-25% ▼
Social Support		0	0%	60%	84%	-60% ▼
Stable Living Situation		0	0%	95%	94%	-95% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	2,465 days	1.0	33%	90%	93%	-57% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

Legend: 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.