

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%

Clients by Level of Care

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



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		57	77%	58%
18-25	1	10%			17	23%	42%
26-34	16	22%	22%				0%
35-44	22	30%	23%				
45-54	20	27%	19%				
55-64	11	15%	19%				
65+	5	7%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg	
	Black/African American	White/Caucasian	Other	Asian	Hawaiian/Other Pacific Islander	Unknown	Am. Indian/Native Alaskan	Multiple Races
Non-Hispanic	61	82%	▲ 69%		39	53%	17%	
Hispanic-Other	5	7%	8%		18	24%	62%	
Hisp-Puerto Rican	5	7%	12%		12	16%	13%	
Unknown	2	3%	11%		3	4%	1%	
Hispanic-Mexican	1	1%	0%		1	1%	0%	
Hispanic-Cuban			0%		1	1%	6%	



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

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

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

	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%

< 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%

▲ > 10% Over
 ▼ < 10% Under

Actual
Goal
✓ Goal Met
 Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

	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

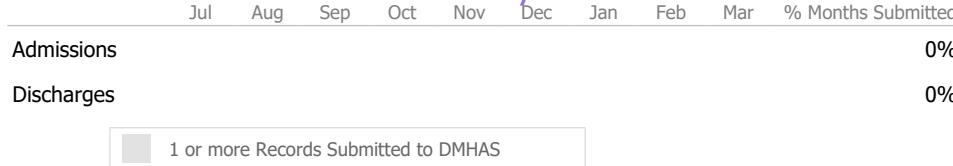
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	90%	98%	10%
● Social Support		1	50%	60%	88%	-10%

Bed Utilization

	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%



Data Submitted to DMHAS by Month



▲ > 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%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 75%;"></div>	1	100%	80%	90%	20%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 75%;"></div>	1	100%	85%	96%	15%
✓ Follow-up within 30 Days of Discharge	<div style="width: 75%;"></div>	1	100%	90%	89%	10%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"></div>	100%
On-Time Periodic		
6 Month Updates	<div style="width: 0%;"></div>	0%
Co-occurring		
MH Screen Complete	<div style="width: 82%;"></div>	82%
SA Screen Complete	<div style="width: 92%;"></div>	92%
Diagnosis		
✓ Valid Axis I Diagnosis	<div style="width: 100%;"></div>	100%

Recovery

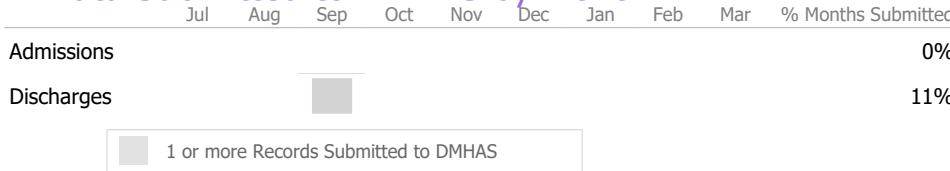
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 80%;"></div>	4	80%	60%	88%	20%
✓ Stable Living Situation	<div style="width: 100%;"></div>	5	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 5%;"></div> <div style="width: 100%;"></div>	5	3,181 days	0.4	85%	90%	89%	-5%

< 90% 90-110% >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

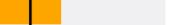
Actual Goal Goal Met Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	31	50%	35%	42%	15% 

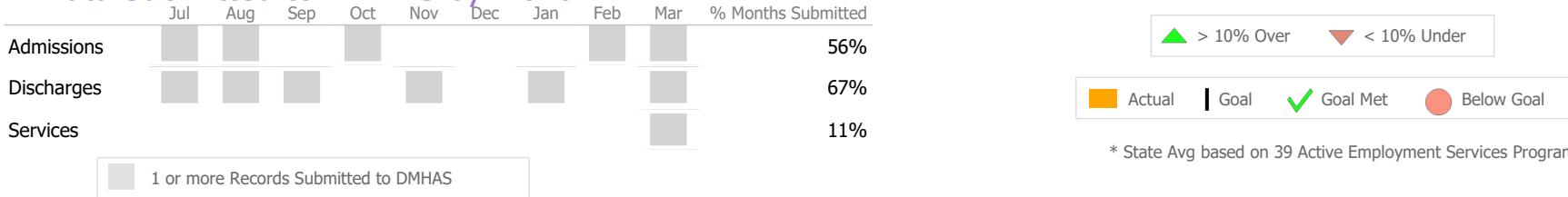
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	52	98%	90%	97%	8% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	96%	90%
✓ On-Time Periodic 6 Month Updates	 	98%	91%

Data Submitted to DMHAS by Month



Variances 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

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

Data Submitted to DMHAS by Month

	% Months Submitted
Admissions	0%
Discharges	0%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 79 Active Supervised Apartments Programs

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