

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	76	93	-18%	▼
	Admits	11	25	-56%	▼
	Discharges	13	29	-55%	▼
	Service Hours	2,351	5,896	-60%	▼
	Bed Days	4,177	4,670	-11%	▼

▲ > 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	#	%
Mental Health	Employment Services	63	81.8%
	Residential Services	14	18.2%

Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	16	21%	22%
35-44	22	29%	23%
45-54	21	28%	19%
55-64	12	16%	18%
65+	5	7%	7%

Gender	#	%	State Avg
Male	59	78%	▲ 59%
Female	17	22%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	62	82%	▲ 68%
Hisp-Puerto Rican	6	8%	11%
Hispanic-Other	5	7%	8%
Unknown	2	3%	12%
Hispanic-Mexican	1	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	40	53%	▲ 17%
White/Caucasian	18	24%	▼ 61%
Other	13	17%	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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	1	1	0%
Bed Days	1,484	1,555	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	76%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	91%
SA Screen Complete	0%	77%
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		0	0%	60%	79%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	100%	95%	94%	5%
Social Support		2	40%	60%	84%	-20% ▼
Employed		0	0%	25%	12%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	2,872 days	0.2	102%	90%	94%	12% ▲

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions											1 or more Records Submitted to DMHAS		8%
Discharges											1 or more Records Submitted to DMHAS		8%

▲ > 10% Over ▼ < 10% Under

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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	732	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
On-Time Periodic		
6 Month Updates	100%	83%
Co-occurring		
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	93%
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	80%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	100%	90%	97%	10%
Social Support		1	50%	60%	83%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	4,000 days	0.3	100%	90%	90%	10%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	-	
Discharges	1	1	0%
Bed Days	1,598	2,017	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	93%
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		1	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	90%	10%

Recovery

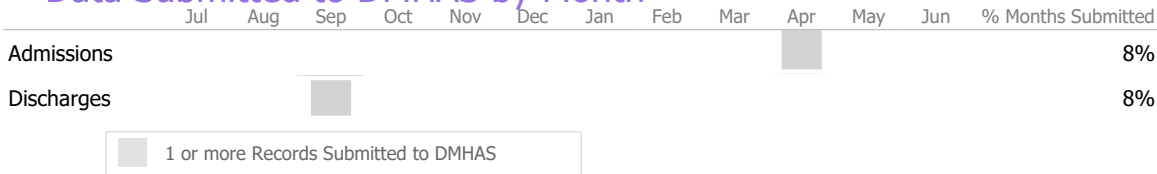
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	83%	23% ▲
✓ Stable Living Situation		6	100%	90%	97%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	3,131 days	0.3	88%	90%	90%	-2%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

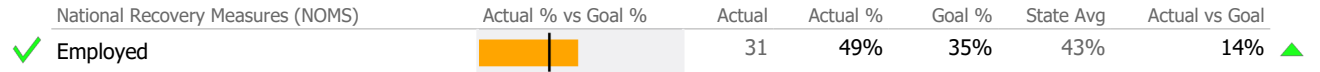
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

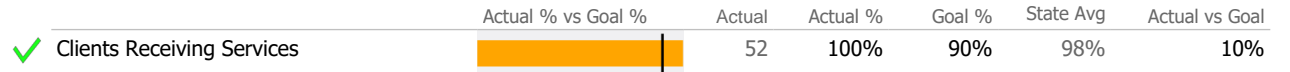
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	80	-21% ▼
Admits	9	25	-64% ▼
Discharges	11	27	-59% ▼
Service Hours	2,351	5,896	-60% ▼

Recovery



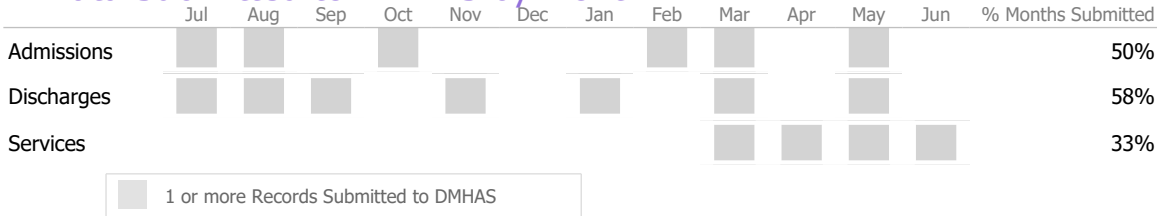
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	365	366	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	76%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	77%
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%	79%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	84%	40% ▲
✓ Stable Living Situation		1	100%	95%	94%	5%
● Employed		0	0%	25%	12%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	2,556 days	0.8	33%	90%	94%	-57% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs