Goodwill of Southern New England
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - December 2021   (Data as of Apr 18, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	139	175	-21%	▼
	Admits	18	17	6%	
	Discharges	22	47	-53%	▼
	Service Hours	929	1,298	-28%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	90	64.7%
	Case Management	49	35.3%

Consumer Satisfaction Survey   (Based on 46 FY21 Surveys)

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

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

Client Demographics

Age

	#	%	State Avg
18-25	7	5%	9%
26-34	26	19%	21%
35-44	38	28%	23%
45-54	25	18%	19%
55-64	35	25%	19%
65+	7	5%	9%

Gender

	#	%	State Avg
Male	93	68%	59%
Female	44	32%	41%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	121	87%	▲	68%
Hisp-Puerto Rican	16	12%		11%
Hispanic-Mexican	1	1%		1%
Hispanic-Other	1	1%		8%
Hispanic-Cuban				0%
Unknown			▼	11%

Race

	#	%		State Avg
Black/African American	73	53%	▲	17%
White/Caucasian	44	32%	▼	62%
Other	12	9%		13%
Multiple Races	8	6%		1%
Hawaiian/Other Pacific Islander	1	1%		0%
Unknown	1	1%		6%
Am. Indian/Native Alaskan				0%
Asian				1%

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

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

IDEA-Work Services New Haven 906-270
Goodwill of Southern New England
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	70	0%	
Admits	6	5	20%	▲
Discharges	9	5	80%	▲
Service Hours	714	998	-28%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Employed		30	43%	35%	49%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		53	87%	90%	94%	-3%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢		▢	▢	▢		67%
Discharges		▢	▢	▢	▢		67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 39 Active Employment Services Programs

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

SHP-Work Services New Haven 906-271
Goodwill of Southern New England
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)
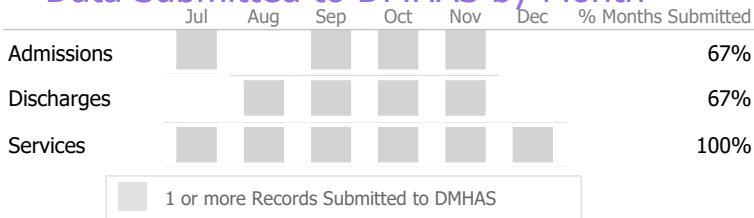
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	21	0%	
Admits	3	4	-25%	▼
Discharges	5	2	150%	▲
Service Hours	215	300	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		13	59%	35%	49%	24%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪		▪	50%
Discharges		▪			▪	▪	50%
Services	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▮ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 39 Active Employment Services Programs

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

TIC - Urban Initiative 323
Goodwill of Southern New England
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)
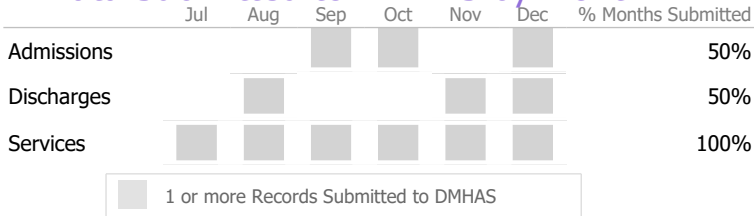
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	86	-43%	▼
Admits	9	8	13%	▲
Discharges	8	40	-80%	▼
Service Hours	-	-		

Service Engagement
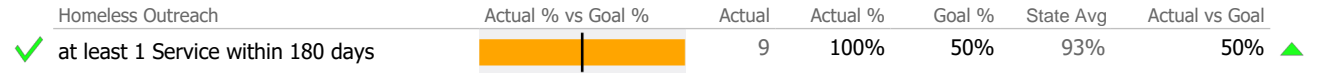
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		9	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							33%
Services							100%

☐ 1 or more Records Submitted to DMHAS
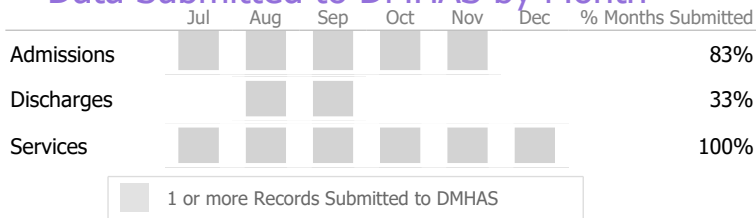
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 47 Active Outreach & Engagement Programs

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