

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	152	187	-19% ▼
	Admits	33	34	-3%
	Discharges	52	74	-30% ▼
	Service Hours	2,051	2,397	-14% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	101	66.4%
	Case Management	51	33.6%

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	10	7%	10%
26-34	29	19%	22%
35-44	41	27%	23%
45-54	25	17%	18%
55-64	39	26%	18%
65+	7	5%	8%

Gender	#	%	State Avg
Male	102	68%	59%
Female	47	32%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	132	87%	▲ 68%
Hisp-Puerto Rican	18	12%	11%
Hispanic-Mexican	1	1%	1%
Hispanic-Other	1	1%	9%
Hispanic-Cuban			0%
Unknown			▼ 12%

Race	#	%	State Avg
Black/African American	82	54%	▲ 17%
White/Caucasian	45	30%	▼ 61%
Other	13	9%	13%
Multiple Races	10	7%	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

IDEA-Work Services New Haven

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	78	-1%
Admits	15	13	15% ▲
Discharges	19	14	36% ▲
Service Hours	1,576	1,855	-15% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		33	42%	35%	47%	7%

Service Utilization

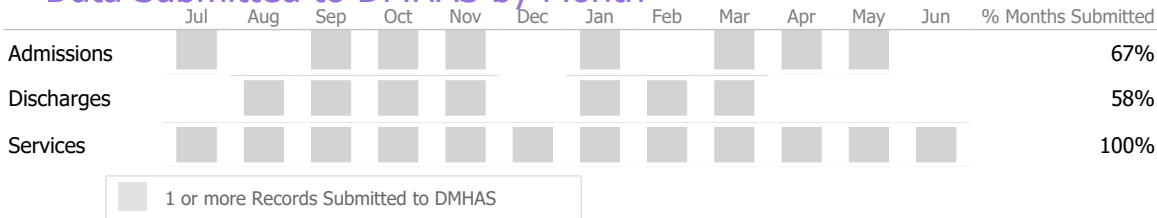
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	93%	90%	96%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	7	7	0%
Discharges	10	5	100% ▲
Service Hours	475	541	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		13	50%	35%	47%	15% ▲

Service Utilization

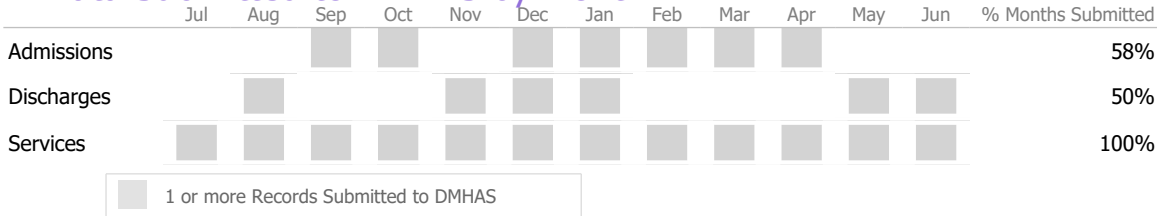
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

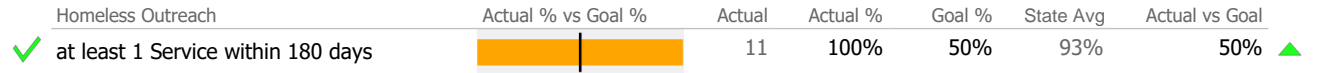
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

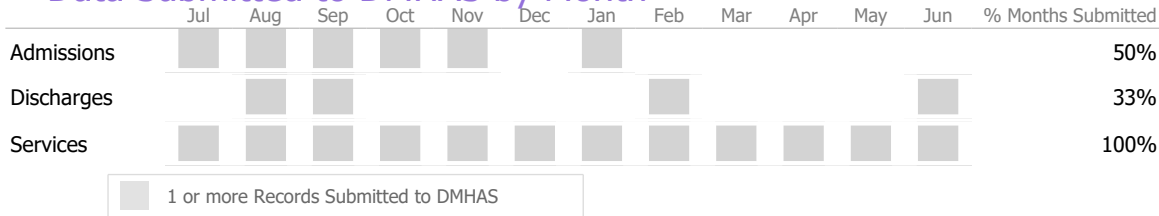
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	89	-43% ▼
Admits	11	14	-21% ▼
Discharges	23	55	-58% ▼
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs