

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	131	133	-2%
	Admits	28	10	180% ▲
	Discharges	11	16	-31% ▼
	Service Hours	739	424	74% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	100	76.3%
	Case Management	31	23.7%

### Consumer Satisfaction Survey

(Based on 52 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Outcome		94%	80%	83%
✓ Respect		94%	80%	91%
✓ Recovery		90%	80%	79%
✓ Participation in Treatment		80%	80%	92%

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

### Client Demographics

Age	#	%	State Avg
18-25	9	7%	10%
26-34	27	21%	21%
35-44	33	25%	23%
45-54	20	15%	19%
55-64	35	27%	20%
65+	7	5%	8%

Gender	#	%	State Avg
Male	84	66%	58%
Female	44	34%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	114	87%	▲ 69%
Hisp-Puerto Rican	15	11%	11%
Hispanic-Other	2	2%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 12%

Race	#	%	State Avg
Black/African American	63	48%	▲ 17%
White/Caucasian	47	36%	▼ 62%
Other	13	10%	12%
Multiple Races	7	5%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

## Employment Services Southeast

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 2022 - September 2022 (Data as of Dec 16, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	18	-	
Discharges	-	-	
Service Hours	152	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	28%	35%	49%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	85%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%
On-Time Periodic	Actual	State Avg
6 Month Updates		80%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

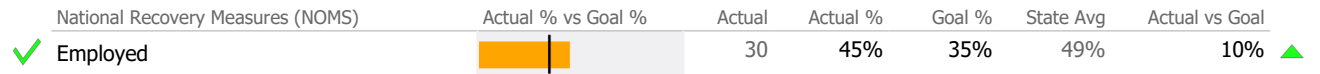
\* State Avg based on Active Employment Services Programs

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

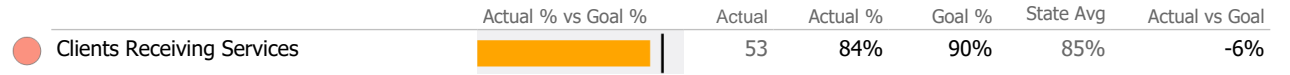
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	67	-3%
Admits	6	3	100% ▲
Discharges	5	6	-17% ▼
Service Hours	466	321	45% ▲

### Recovery



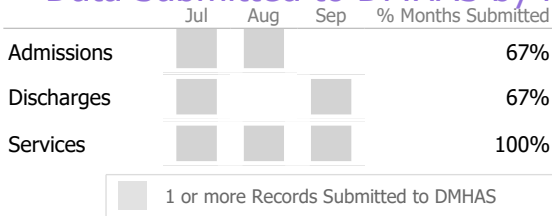
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	20	-15% ▼
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	121	104	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	53%	35%	49%	18% ▲

### Service Utilization

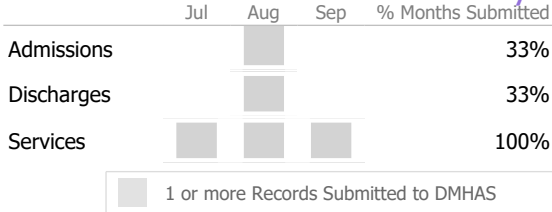
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	85%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Employment Services Programs

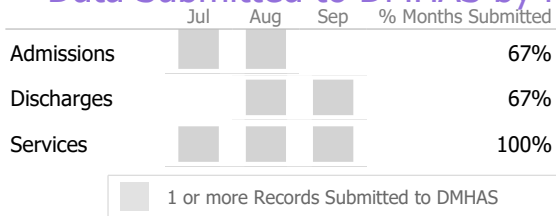
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	46	-33% ▼
Admits	3	6	-50% ▼
Discharges	5	8	-38% ▼
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	88%	50% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on Active Outreach & Engagement Programs