Goodwill of Western and Northern CT Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	83	70	19%	▲
	Admits	12	6	100%	▲
	Discharges	5	5	0%	
	Service Hours	1,330	1,248	7%	
	Bed Days	1,104	1,164	-5%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	71	85.5%
	Residential Services	12	14.5%

Consumer Satisfaction Survey   (Based on 22 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		95%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		95%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age		#	%	State Avg
18-25		1	1%	10%
26-34		20	24%	21%
35-44		23	28%	23%
45-54		21	25%	19%
55-64		17	20%	20%
65+		1	1%	8%

Gender		#	%		State Avg
Male		63	76%	▲	58%
Female		20	24%	▼	42%
Transgender					0%

Ethnicity		#	%		State Avg
Non-Hispanic		62	75%		69%
Hisp-Puerto Rican		12	14%		11%
Hispanic-Other		7	8%		8%
Hispanic-Mexican		1	1%		1%
Unknown		1	1%	▼	12%
Hispanic-Cuban					0%

Race		#	%		State Avg
Black/African American		42	51%	▲	17%
White/Caucasian		20	24%	▼	62%
Other		17	20%		12%
Asian		2	2%		1%
Multiple Races		1	1%		1%
Hawaiian/Other Pacific Islander		1	1%		0%
Am. Indian/Native Alaskan					1%
Unknown					6%

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.

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	460	428	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		5	100%	95%	93%	5%
✔ Social Support		3	60%	60%	85%	0%
🔴 Employed		0	0%	25%	11%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	100%	84%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	100%	90%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		4	2,795 days	0.8	125%	90%	95%	35% ▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on Active Supervised Apartments Programs

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

ABI/TBI Manchester House109165
Goodwill of Western and Northern CT Inc.
Mental Health - Residential Services - Group Home

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	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	84%	40% ▲
✓ Stable Living Situation		2	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	4,456 days	1.0	100%	90%	88%	10%
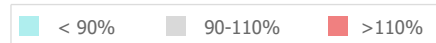
▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual	| Goal	✓ Goal Met	● Below Goal

* State Avg based on Active Group Home Programs

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Cheshire House-Marion Rd109165
Goodwill of Western and Northern CT Inc.
Mental Health - Residential Services - Group Home

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	4	5	-20%	▼
Admits	-	-		
Discharges	-	-		
Bed Days	368	460	-20%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	97%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	90%	98%	10%
● Social Support		2	50%	60%	84%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	2,440 days	1.3	80%	90%	88%	-10%
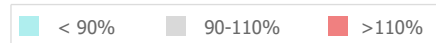
▢ < 90%	▢ 90-110%	▧ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on Active Group Home Programs

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Employment Services Hartford
Goodwill of Western and Northern CT Inc.
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	9		
Admits	9	-	
Discharges	-	-	
Service Hours	63	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	22%	35%	49%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	78%	90%	85%	-12% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	80%

Data Submitted to DMHAS by Month

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

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

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Goodwill Employment Services
Goodwill of Western and Northern CT Inc.
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	62	57	9%	
Admits	3	5	-40%	▼
Discharges	5	5	0%	
Service Hours	1,267	1,248	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		31	50%	35%	49%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	96%	90%	85%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪		▪	67%
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 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	92	92	0%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		N/A	84%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	90%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	85%	40% ▲
✓ Stable Living Situation		1	100%	95%	93%	5%
● Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	3,013 days	1.0	100%	90%	95%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on Active Supervised Apartments Programs

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