Goodwill of Southern New England
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - December 2022   (Data as of Mar 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	152	139	9%	
	Admits	50	18	178%	▲
	Discharges	16	23	-30%	▼
	Service Hours	1,997	929	115%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	115	75.7%
	Case Management	37	24.3%

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		8	5%	9%
26-34		31	20%	20%
35-44		39	26%	24%
45-54		23	15%	18%
55-64		43	28%	20%
65+		8	5%	9%

Gender

		#	%	State Avg
Male		96	64%	58%
Female		53	36%	42%
Transgender				0%

Ethnicity

		#	%		State Avg
Non-Hispanic		133	88%	▲	69%
Hisp-Puerto Rican		14	9%		11%
Hispanic-Other		3	2%		8%
Hispanic-Mexican		1	1%		1%
Unknown		1	1%		11%
Hispanic-Cuban					0%

Race

		#	%		State Avg
Black/African American		74	49%	▲	17%
White/Caucasian		55	36%	▼	62%
Other		14	9%		13%
Multiple Races		7	5%		1%
Unknown		2	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

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

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 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29		
Admits	29	-	
Discharges	-	-	
Service Hours	466	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		10	34%	35%	48%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		29	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							0%
Services							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 44 Active Employment Services Programs

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

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 2022 - December 2022 (Data as of Mar 20, 2023)
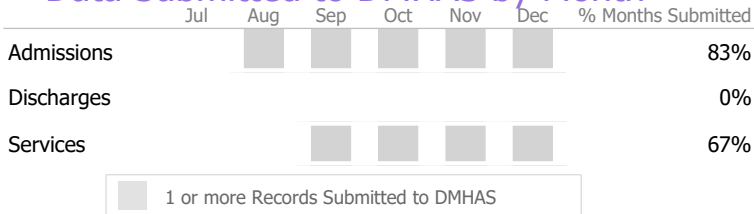
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	70	-3%	
Admits	9	6	50%	▲
Discharges	10	9	11%	▲
Service Hours	1,179	714	65%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		35	51%	35%	48%	16%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	95%	90%	92%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	79%

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 44 Active Employment Services Programs

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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 2022 - December 2022 (Data as of Mar 20, 2023)
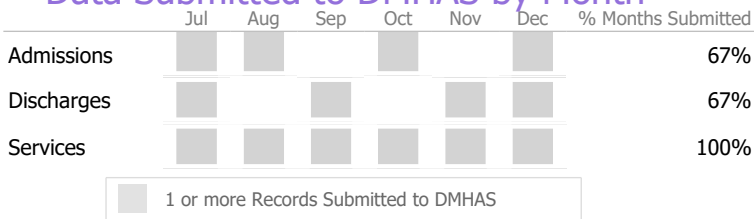
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	21	-14%	▼
Admits	2	3	-33%	▼
Discharges	1	5	-80%	▼
Service Hours	352	215	64%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		8	44%	35%	48%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	92%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	93%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▨		▨			33%
Discharges		▨					17%
Services	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
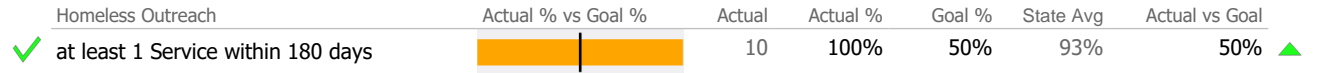
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 44 Active Employment Services Programs

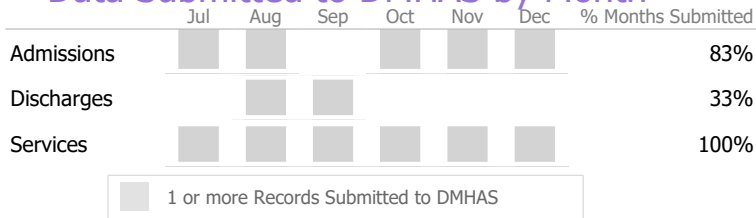Variances in data may be indicative of operational adjustments related to the pandemic.

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 2022 - December 2022 (Data as of Mar 20, 2023)
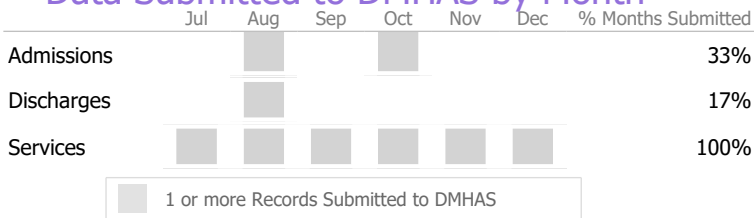
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	49	-24%	▼
Admits	10	9	11%	▲
Discharges	5	9	-44%	▼
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		10	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 49 Active Outreach & Engagement Programs

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