Goodwill of Western and Northern CT Inc.
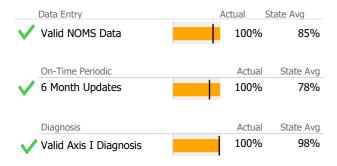Bridgeport, CT

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	98	73	34%	▲
	Admits	27	11	145%	▲
	Discharges	9	11	-18%	▼
	Service Hours	3,130	2,614	20%	▲
	Bed Days	2,208	2,360	-6%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	86	87.8%
	Residential Services	12	12.2%

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%	9%
26-34	19	19%	20%
35-44	32	33%	24%
45-54	21	21%	18%
55-64	24	24%	20%
65+	1	1%	9%

Gender

	#	%		State Avg
Male	74	76%	▲	58%
Female	24	24%	▼	42%
Transgender				0%

Race

	#	%		State Avg
Black/African American	54	55%	▲	17%
White/Caucasian	23	23%	▼	62%
Other	17	17%		13%
Asian	2	2%		1%
Multiple Races	1	1%		1%
Hawaiian/Other Pacific Islander	1	1%		0%
Am. Indian/Native Alaskan				1%
Unknown				6%

Ethnicity

	#	%	State Avg
Non-Hispanic	76	78%	69%
Hisp-Puerto Rican	13	13%	11%
Hispanic-Other	7	7%	8%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	11%
Hispanic-Cuban			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.

165 Ocean Tr.SupvApts 109-250
Goodwill of Western and Northern CT Inc.
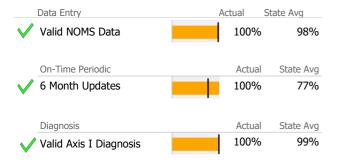Mental Health - Residential Services - Supervised Apartments

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Bed Days	920	888	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	78%

Diagnosis		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%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	95%	95%	5%
✓ Social Support		3	60%	60%	85%	0%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,887 days	0.5	100%	90%	94%	10%

█ < 90%	█ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 82 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 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	62%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	86%	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	4,548 days	0.5	100%	90%	88%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 24 Active Group Home Programs

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

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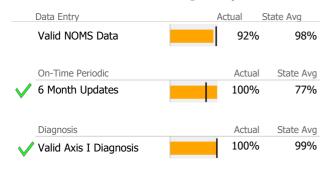Mental Health - Residential Services - Group Home

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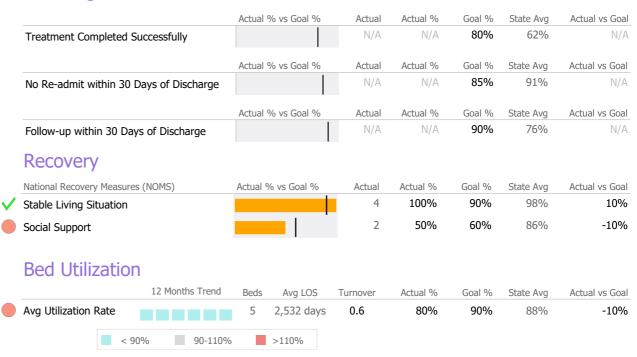Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)
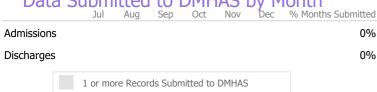
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	-	-		
Discharges	-	-		
Bed Days	736	920	-20%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	62%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

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%	86%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		5	2,532 days	0.6	80%	90%	88%	-10%

▨ < 90%	▨ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 24 Active Group Home Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23		
Admits	23	-	
Discharges	-	-	
Service Hours	547	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Employed		7	30%	35%	48%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	92%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	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				▪	▪	▪	50%

▪ 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.

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	60	5%
Admits	4	10	-60% ▼
Discharges	9	11	-18% ▼
Service Hours	2,583	2,614	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		31	49%	35%	48%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		53	98%	90%	92%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	79%

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 44 Active Employment Services Programs

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

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
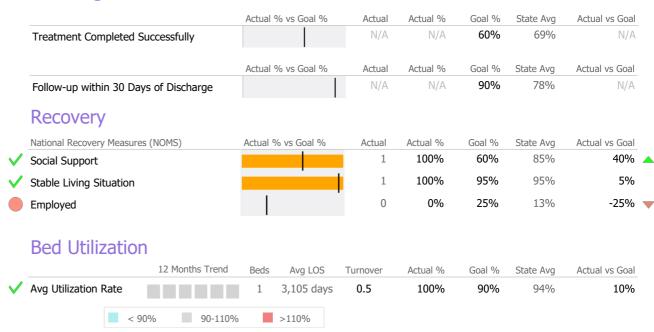Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)
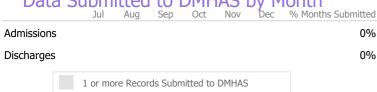
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	85%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	78%

Diagnosis	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%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	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%	95%	5%
Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	3,105 days	0.5	100%	90%	94%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 82 Active Supervised Apartments Programs

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