

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	153	85	80%	▲
	Admits	83	23	261%	▲
	Discharges	24	17	41%	▲
	Service Hours	7,777	5,885	32%	▲
	Bed Days	4,622	4,602	0%	

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

### 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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	140	91.5%
	Residential Services	13	8.5%

### Client Demographics

Age	#	%	State Avg
18-25	2	1%	10%
26-34	31	20%	21%
35-44	48	32%	24%
45-54	33	22%	18%
55-64	34	22%	18%
65+	4	3%	9%

Gender	#	%	State Avg
Male	115	75%	▲ 59%
Female	38	25%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	115	75%	67%
Hisp-Puerto Rican	27	18%	10%
Hispanic-Other	8	5%	9%
Unknown	2	1%	▼ 13%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	78	51%	▲ 18%
White/Caucasian	41	27%	▼ 60%
Other	29	19%	12%
Asian	2	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	7%
Am. Indian/Native Alaskan			1%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

# 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 - June 2023 (Data as of Sep 25, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,825	1,793	2%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	100%	95%	94%	5%
Social Support		3	60%	60%	85%	0%
Employed		0	0%	25%	14%	-25% ▼
Improved/Maintained Function Score		0	0%	95%	47%	-95% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	3,068 days	0.3	100%	90%	95%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 85 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	730	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	66%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	89%	40% ▲
Stable Living Situation		2	100%	90%	100%	10%
Improved/Maintained Function Score		0	0%	95%	43%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	4,730 days	0.3	100%	90%	85%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 23 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	1,702	1,714	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	89%	20% ▲
Stable Living Situation		5	100%	90%	100%	10%
Improved/Maintained Function Score		0	0%	95%	43%	-95% ▼

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	5	2,360 days	0.3	93%	90%	85%	3%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

Month	% Months Submitted
Jul	
Aug	
Sep	
Oct	
Nov	8%
Dec	
Jan	
Feb	
Mar	
Apr	
May	
Jun	

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

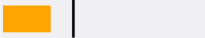
\* State Avg based on 23 Active Group Home Programs

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


### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62		
Admits	62	-	
Discharges	4	-	
Service Hours	2,893	-	

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Employed		15	24%	35%	43%	-11% <span style="color: red;">▼</span>	

### Service Utilization

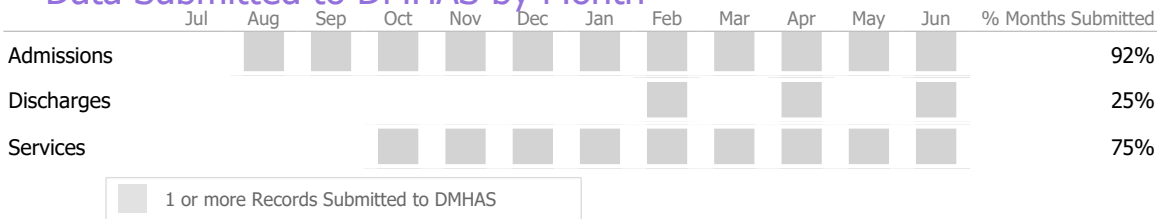
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services		57	98%	90%	95%	8%	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 88%	93%

On-Time Periodic	Actual	State Avg
<span style="color: green;">✓</span> 6 Month Updates	 100%	77%

### Data Submitted to DMHAS by Month



▲ > 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 - June 2023 (Data as of Sep 25, 2023)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	72	10%
Admits	20	22	-9%
Discharges	20	16	25% ▲
Service Hours	4,883	5,885	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	41%	35%	43%	6%

### Service Utilization

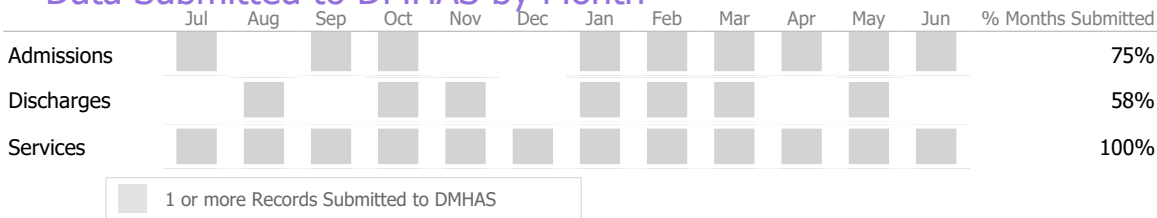
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	97%	90%	95%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

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

### Data Submitted to DMHAS by Month



▲ > 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.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	365	365	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	100%	25%	14%	75% ▲
Social Support		1	100%	60%	85%	40% ▲
Stable Living Situation		1	100%	95%	94%	5%
Improved/Maintained Function Score		0	0%	95%	47%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	3,286 days	0.3	100%	90%	95%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

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Admissions													0%
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