Goodwill of Southern New England
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	226	152	49%	▲
	Admits	60	50	20%	▲
	Discharges	49	18	172%	▲
	Service Hours	2,866	1,997	44%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	176	77.9%
	Case Management	50	22.1%

Consumer Satisfaction Survey (Based on 78 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Outcome		94%	80%	83%
✓ Recovery		92%	80%	79%
✓ Participation in Treatment		90%	80%	92%

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

Client Demographics

Age

	#	%	State Avg
18-25	4	2%	8%
26-34	53	23%	19%
35-44	59	26%	24%
45-54	35	15%	18%
55-64	61	27%	19%
65+	14	6%	10%

Gender

	#	%	State Avg
Male	149	67%	59%
Female	73	33%	41%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	98	43% ▼	60%
Black/African American	94	42% ▲	17%
Other	23	10%	12%
Multiple Races	7	3%	1%
Asian	3	1%	1%
Unknown	1	0%	8%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	199	88% ▲	65%
Hisp-Puerto Rican	19	8%	10%
Hispanic-Other	6	3%	10%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%
Unknown		▼	14%

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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	29	179%	▲
Admits	29	29	0%	
Discharges	23	2	1050%	▲
Service Hours	1,249	466	168%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		22	27%	35%	43%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		58	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	93%

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

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 37 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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	68	9%	
Admits	11	9	22%	▲
Discharges	11	10	10%	
Service Hours	1,289	1,179	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		33	45%	35%	43%	10%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		66	97%	90%	93%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	77%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 37 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 2023 - December 2023 (Data as of Mar 26, 2024)
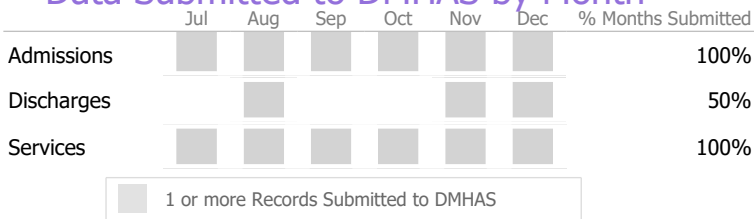
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	18	22%	▲
Admits	7	2	250%	▲
Discharges	1	1	0%	
Service Hours	327	352	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		7	32%	35%	43%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	93%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							17%
Services							100%

1 or more Records Submitted to DMHAS

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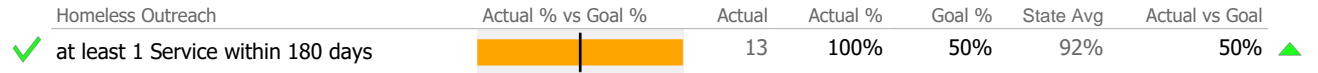
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

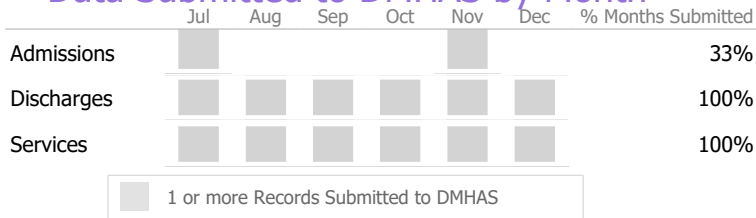Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - December 2023 (Data as of Mar 26, 2024)
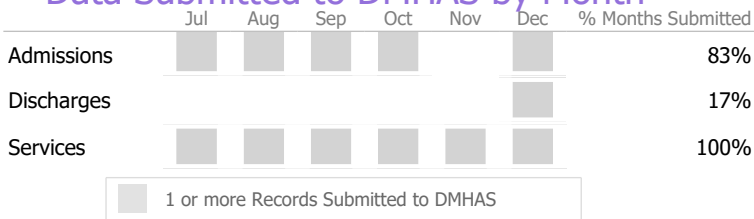
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	37	35%	▲
Admits	13	10	30%	▲
Discharges	14	5	180%	▲
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		13	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

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

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

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