Goodwill of Southern New England
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	249	175	42%	▲
	Admits	85	74	15%	▲
	Discharges	69	28	146%	▲
	Service Hours	4,429	3,198	38%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	194	77.9%
	Case Management	55	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	6	2%	9%
26-34	59	24%	20%
35-44	62	25%	25%
45-54	40	16%	18%
55-64	67	27%	19%
65+	15	6%	10%

Gender

	#	%	State Avg
Male	165	67%	59%
Female	80	33%	40%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	220	88%	▲	64%
Hisp-Puerto Rican	21	8%		10%
Hispanic-Other	6	2%		10%
Hispanic-Mexican	2	1%		1%
Hispanic-Cuban				0%
Unknown			▼	14%

Race

	#	%		State Avg
White/Caucasian	108	43%	▼	59%
Black/African American	102	41%	▲	17%
Other	26	10%		12%
Multiple Races	7	3%		1%
Asian	3	1%		1%
Am. Indian/Native Alaskan	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Unknown	1	0%		9%

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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	43	112%	▲
Admits	40	43	-7%	
Discharges	33	3	1000%	▲
Service Hours	1,873	803	133%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		28	30%	35%	41%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	98%	90%	95%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪	▪	89%
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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	74	9%	
Admits	19	15	27%	▲
Discharges	13	16	-19%	▼
Service Hours	2,042	1,838	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	39%	35%	41%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		68	97%	90%	95%	7%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges		■			■		■		■	56%
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 - March 2024 (Data as of Jun 10, 2024)
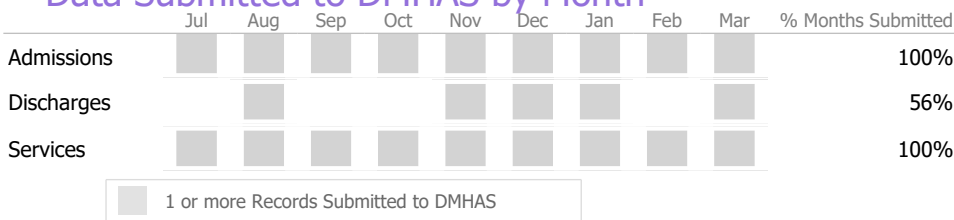
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	18	28%	▲
Admits	8	2	300%	▲
Discharges	3	3	0%	
Service Hours	513	557	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		7	30%	35%	41%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		20	100%	90%	95%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪			67%
Discharges						▪		▪	▪	33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

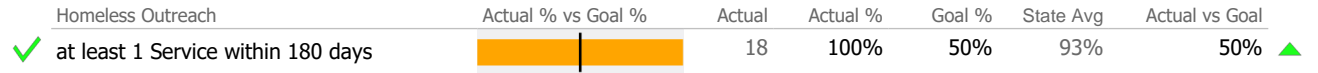■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Employment Services Programs

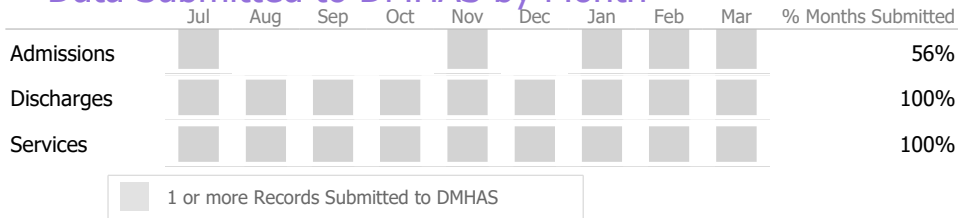Variances in data may be indicative of operational adjustments related to the pandemic.

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 - March 2024 (Data as of Jun 10, 2024)
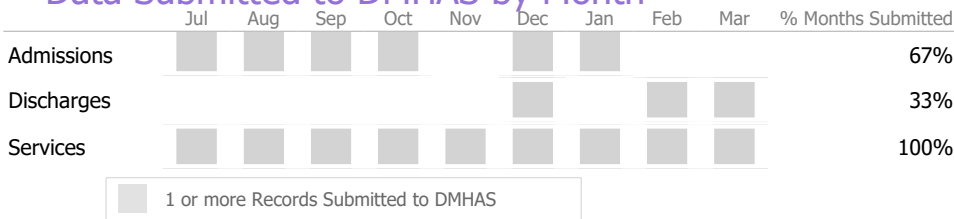
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	41	34%	▲
Admits	18	14	29%	▲
Discharges	20	6	233%	▲
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		18	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢				▢		▢	▢	▢	56%
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 58 Active Outreach & Engagement Programs

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