

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	282	202	40% ▲
	Admits	121	102	19% ▲
	Discharges	95	38	150% ▲
	Service Hours	5,865	4,379	34% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	212	75.2%
	Case Management	70	24.8%

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	12	4%	9%
26-34	63	22%	20%
35-44	68	24%	25%
45-54	51	18%	18%
55-64	72	26%	18%
65+	16	6%	9%

Gender	#	%	State Avg
Male	188	68%	60%
Female	90	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	245	87%	▲ 64%
Hisp-Puerto Rican	24	9%	10%
Hispanic-Other	10	4%	11%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban			0%
Unknown			▼ 15%

Race	#	%	State Avg
White/Caucasian	120	43%	▼ 58%
Black/African American	116	41%	▲ 17%
Other	31	11%	12%
Multiple Races	7	2%	1%
Asian	4	1%	1%
Unknown	2	1%	9%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	60	68% ▲
Admits	51	60	-15% ▼
Discharges	51	8	538% ▲
Service Hours	2,464	1,187	108% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	33%	35%	41%	-2%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%
On-Time Periodic	Actual	State Avg
6 Month Updates		87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	79	13% ▲
Admits	27	21	29% ▲
Discharges	18	18	0%
Service Hours	2,720	2,488	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	38%	35%	41%	3%

Service Utilization

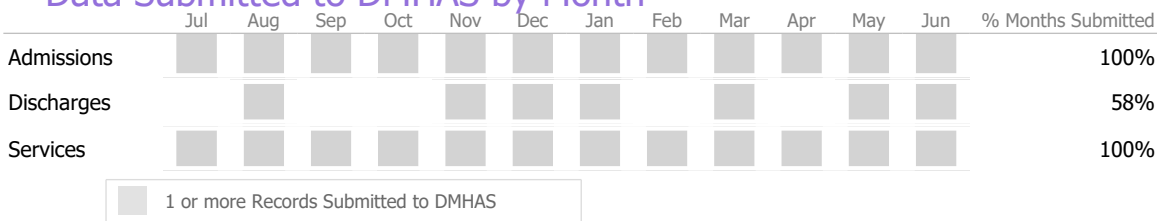
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	18	28% ▲
Admits	8	2	300% ▲
Discharges	6	3	100% ▲
Service Hours	681	704	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	35%	35%	41%	0%

Service Utilization

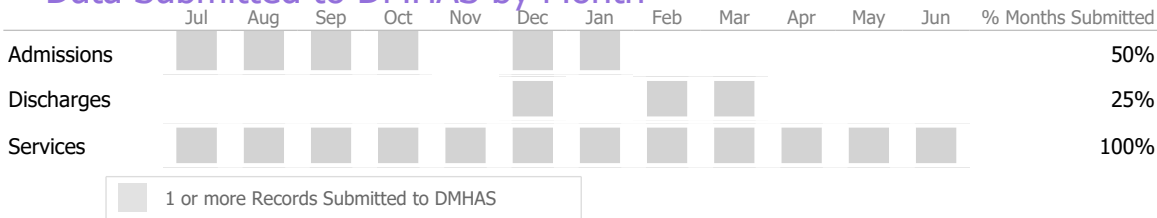
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

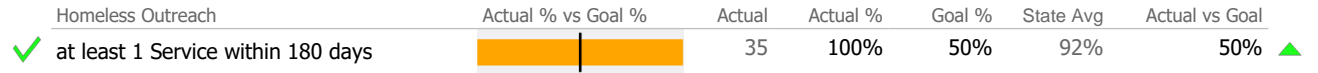
* State Avg based on 37 Active Employment Services Programs

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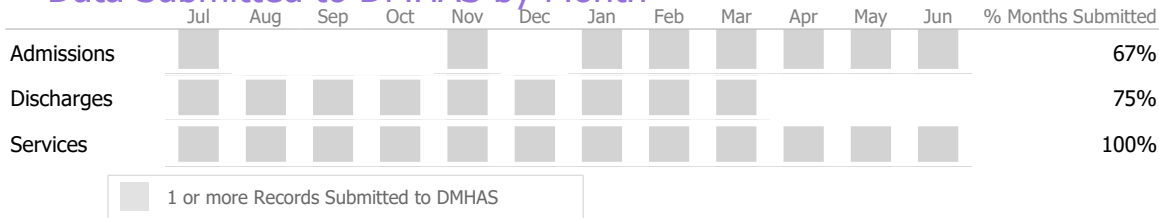
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	46	52% ▲
Admits	35	19	84% ▲
Discharges	20	9	122% ▲
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 60 Active Outreach & Engagement Programs