Goodwill of Western and Northern CT Inc.
Bridgeport, CT

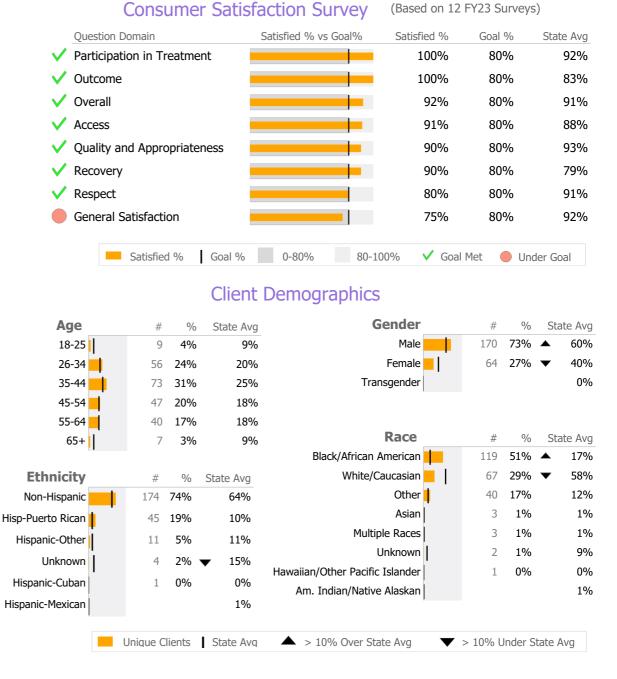Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - June 2024   (Data as of Sep 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	235	153	54%	▲
	Admits	112	83	35%	▲
	Discharges	86	25	244%	▲
	Service Hours	13,430	7,777	73%	▲
	Bed Days	4,620	4,622	0%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	221	93.6%
	Residential Services	15	6.4%

Consumer Satisfaction Survey   (Based on 12 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	Outcome		100%	80%	83%
✓	Overall		92%	80%	91%
✓	Access		91%	80%	88%
✓	Quality and Appropriateness		90%	80%	93%
✓	Recovery		90%	80%	79%
✓	Respect		80%	80%	91%
●	General Satisfaction		75%	80%	92%

Legend: Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	9	4%	9%
26-34	56	24%	20%
35-44	73	31%	25%
45-54	47	20%	18%
55-64	40	17%	18%
65+	7	3%	9%

Gender

Gender	#	%		State Avg
Male	170	73%	▲	60%
Female	64	27%	▼	40%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	174	74%		64%
Hisp-Puerto Rican	45	19%		10%
Hispanic-Other	11	5%		11%
Unknown	4	2%	▼	15%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
Black/African American	119	51%	▲	17%
White/Caucasian	67	29%	▼	58%
Other	40	17%		12%
Asian	3	1%		1%
Multiple Races	3	1%		1%
Unknown	2	1%		9%
Hawaiian/Other Pacific Islander	1	0%		0%
Am. Indian/Native Alaskan				1%

Legend: 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.
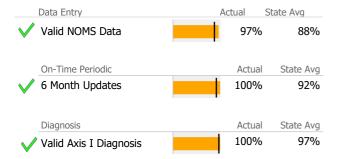Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
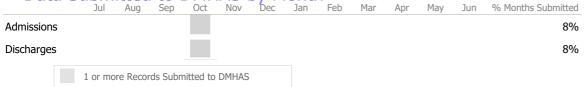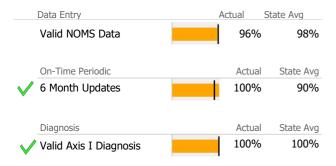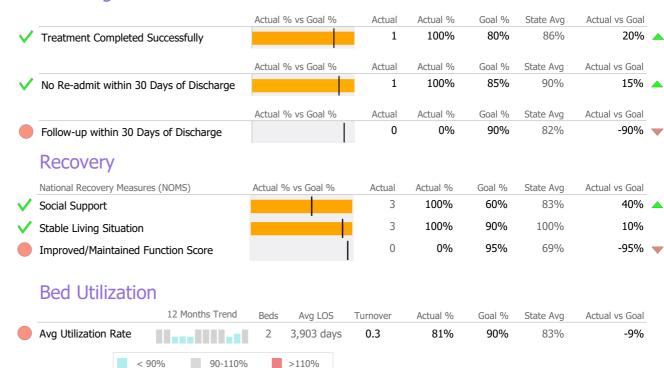Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	1,831	1,825	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

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		0	0%	60%	69%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		6	100%	95%	95%	5%	
⬤ Social Support		3	50%	60%	87%	-10%	
⬤ Employed		0	0%	25%	13%	-25%	▼
⬤ Improved/Maintained Function Score		0	0%	95%	66%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,729 days	0.2	100%	90%	89%	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				▪									8%
Discharges				▪									8%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 83 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

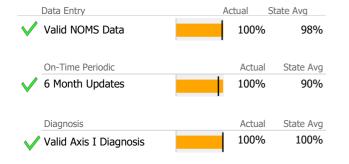| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	593	730	-19% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		1	100%	80%	86%	20% ▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	90%	15% ▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		3	100%	60%	83%	40% ▲
✓	Stable Living Situation		3	100%	90%	100%	10%
🔴	Improved/Maintained Function Score		0	0%	95%	69%	-95% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		2	3,903 days	0.3	81%	90%	83%	-9%

▨ < 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								▨					8%
Discharges				▨									8%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 22 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,830	1,702	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	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%	90%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	83%	20% ▲
✓ Stable Living Situation		5	100%	90%	100%	10%
● Improved/Maintained Function Score		0	0%	95%	69%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,585 days	0.3	100%	90%	83%	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 22 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	62	113%	▲
Admits	77	62	24%	▲
Discharges	49	4	1125%	▲
Service Hours	7,638	2,893	164%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		43	32%	35%	41%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	99%	90%	97%	9%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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.

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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	79	13%	▲
Admits	33	20	65%	▲
Discharges	35	21	67%	▲
Service Hours	5,791	4,883	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		25	27%	35%	41%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		55	98%	90%	97%	8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	87%

Data Submitted to DMHAS by Month

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

The Wellness Program
Goodwill of Western and Northern CT Inc.
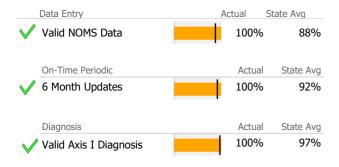Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
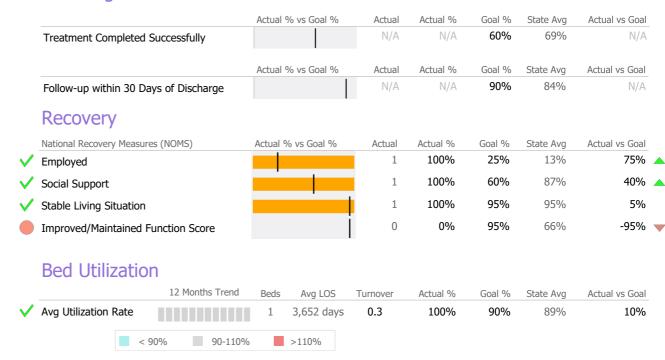Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	366	365	0%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	92%

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%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		1	100%	25%	13%	75%	▲
✓	Social Support		1	100%	60%	87%	40%	▲
✓	Stable Living Situation		1	100%	95%	95%	5%	
●	Improved/Maintained Function Score		0	0%	95%	66%	-95%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		1	3,652 days	0.3	100%	90%	89%	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 83 Active Supervised Apartments Programs

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