Goodwill of Southern New England
North Haven, CT

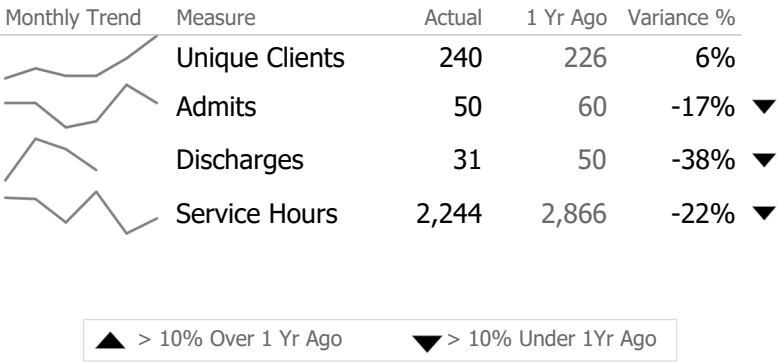Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
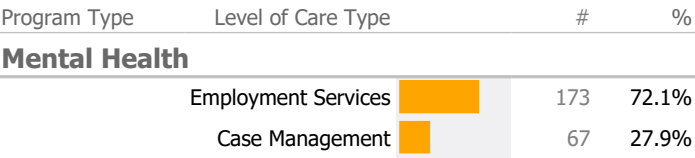Reporting Period: July 2024 - December 2024   (Data as of Mar 18, 2025)
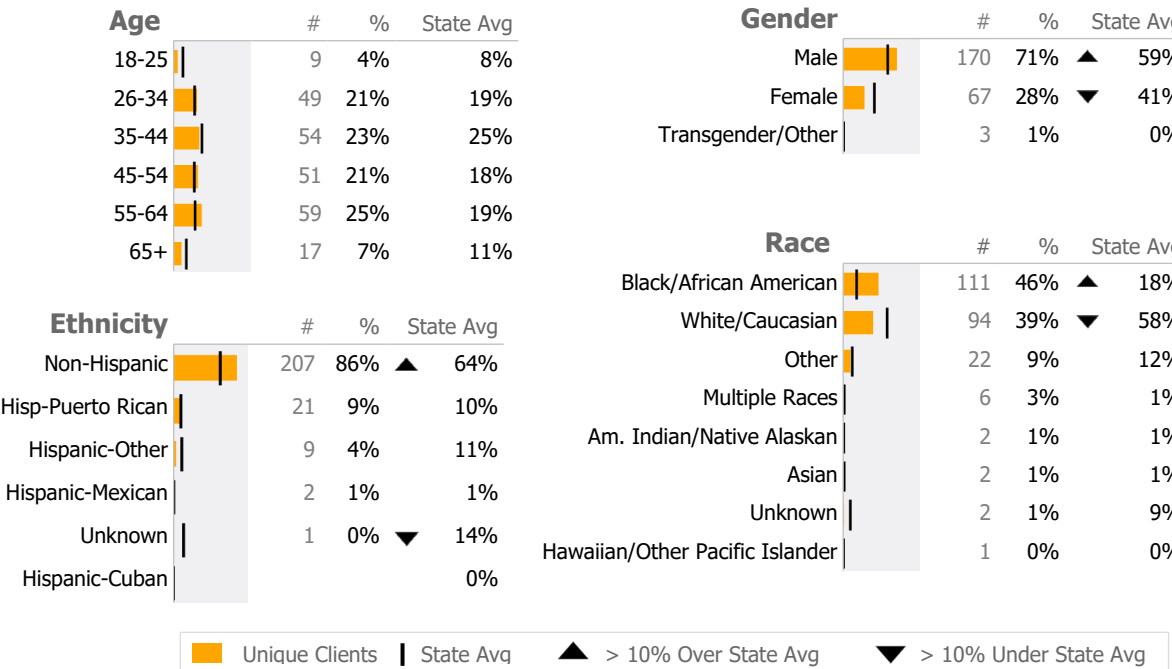
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	240	226	6%	
	Admits	50	60	-17%	▼
	Discharges	31	50	-38%	▼
	Service Hours	2,244	2,866	-22%	▼

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

Consumer Satisfaction Survey   (Based on 75 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		100%	80%	92%
✓	Overall		99%	80%	91%
✓	Quality and Appropriateness		99%	80%	93%
✓	Access		97%	80%	88%
✓	Respect		96%	80%	91%
✓	Outcome		92%	80%	83%
✓	Participation in Treatment		86%	80%	92%

Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✓ Goal Met   ⬤ Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		173	72.1%
	Case Management		67	27.9%

Client Demographics

Age

Age		#	%	State Avg
18-25		9	4%	8%
26-34		49	21%	19%
35-44		54	23%	25%
45-54		51	21%	18%
55-64		59	25%	19%
65+		17	7%	11%

Gender

Gender		#	%		State Avg
Male		170	71%	▲	59%
Female		67	28%	▼	41%
Transgender/Other		3	1%		0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		207	86%	▲	64%
Hisp-Puerto Rican		21	9%		10%
Hispanic-Other		9	4%		11%
Hispanic-Mexican		2	1%		1%
Unknown		1	0%	▼	14%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
Black/African American		111	46%	▲	18%
White/Caucasian		94	39%	▼	58%
Other		22	9%		12%
Multiple Races		6	3%		1%
Am. Indian/Native Alaskan		2	1%		1%
Asian		2	1%		1%
Unknown		2	1%		9%
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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	81	-21%	▼
Admits	12	29	-59%	▼
Discharges	9	23	-61%	▼
Service Hours	488	1,249	-61%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		30	47%	35%	42%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	98%	90%	96%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	84%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪		▪	▪	50%
Discharges	▪	▪	▪	▪		▪	83%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 36 Active Employment Services Programs

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	74	24%	▲
Admits	22	11	100%	▲
Discharges	17	12	42%	▲
Service Hours	1,508	1,289	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		32	34%	35%	42%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		71	96%	90%	96%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	99%	91%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	98%	84%

Data Submitted to DMHAS for Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 36 Active Employment Services Programs

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	22	-18%	▼
Admits	1	7	-86%	▼
Discharges	3	1	200%	▲
Service Hours	249	327	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	39%	35%	42%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS for Month
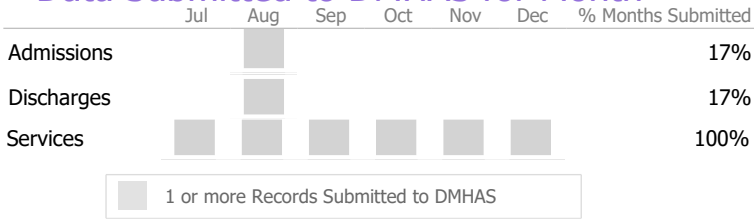
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges		▪					17%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 Active Employment Services Programs
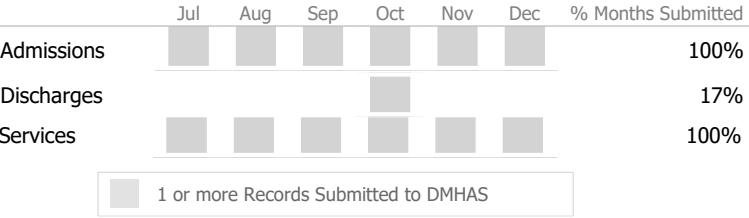
TIC - Urban Initiative 323
Goodwill of Southern New England
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	50	34%	▲
Admits	15	13	15%	▲
Discharges	2	14	-86%	▼
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		15	100%	50%	91%	50%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
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 49 Active Outreach & Engagement Programs