Goodwill of Southern New England
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	292	282	4%
	Admits	108	121	-11% ▼
	Discharges	87	96	-9%
	Service Hours	4,469	5,867	-24% ▼

▲ > 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	213	72.9%
	Case Management	79	27.1%

Client Demographics

Age	#	%	State Avg
18-25	11	4%	9%
26-34	61	21%	19%
35-44	72	25%	26%
45-54	60	21%	18%
55-64	66	23%	18%
65+	20	7%	10%

Gender	#	%	State Avg
Male	204	70%	60%
Female	84	29% ▼	40%
Transgender/Other	4	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	249	85% ▲	64%
Hisp-Puerto Rican	25	9%	10%
Hispanic-Other	13	4%	12%
Hispanic-Mexican	3	1%	1%
Unknown	2	1% ▼	14%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	126	43% ▲	18%
White/Caucasian	117	40% ▼	58%
Other	33	11%	12%
Multiple Races	7	2%	1%
Unknown	3	1%	10%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	101	-14% ▼
Admits	35	51	-31% ▼
Discharges	23	51	-55% ▼
Service Hours	1,196	2,466	-51% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		35	40%	35%	42%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		63	98%	90%	99%	8%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	97%	92%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■		■	■	■	■	■	■	■	■	75%
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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	89	18%	▲
Admits	38	27	41%	▲
Discharges	37	19	95%	▲
Service Hours	2,721	2,720	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	37%	35%	42%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	99%	90%	99%	9%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	■	■	■	92%
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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	23	9%	
Admits	8	8	0%	
Discharges	11	6	83%	▲
Service Hours	552	681	-19%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		11	44%	35%	42%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	100%	90%	99%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	92%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■					■		■	■			33%
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 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	70	13%	▲
Admits	27	35	-23%	▼
Discharges	16	20	-20%	▼
Service Hours	-	-		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		27	100%	50%	94%	50%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■				75%
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 53 Active Outreach & Engagement Programs