Goodwill of Southern New England
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025   (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	243	214	14%	▲
	Admits	29	23	26%	▲
	Discharges	15	20	-25%	▼
	Service Hours	1,397	1,166	20%	▲

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

Consumer Satisfaction Survey   (Based on 75 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		97%	80%	83%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		93%	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		177	72.8%
	Case Management		66	27.2%

Client Demographics

Age

	#	%	State Avg
18-25	9	4%	9%
26-34	54	22%	18%
35-44	66	27%	25%
45-54	46	19%	18%
55-64	49	20%	19%
65+	17	7%	11%

Gender

	#	%		State Avg
Male	167	69%	▲	58%
Female	72	30%	▼	41%
Transgender/Other	4	2%		0%

Ethnicity

	#	%		State Avg
Non-Hispanic	206	85%	▲	64%
Hisp-Puerto Rican	17	7%		10%
Hispanic-Other	15	6%		12%
Unknown	3	1%	▼	13%
Hispanic-Mexican	2	1%		1%
Hispanic-Cuban				0%

Race

	#	%		State Avg
White/Caucasian	105	43%	▼	59%
Black/African American	97	40%	▲	17%
Other	28	12%		12%
Multiple Races	6	2%		1%
Asian	2	1%		1%
Hawaiian/Other Pacific Islander	2	1%		0%
Unknown	2	1%		8%
Am. Indian/Native Alaskan	1	0%		1%

▮ 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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	55	49%	▲
Admits	17	2	750%	▲
Discharges	8	8	0%	
Service Hours	449	250	79%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Employed		25	30%	35%	42%	-5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		63	97%	90%	98%	7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		98%	96%

Data Submitted to DMHAS for Month
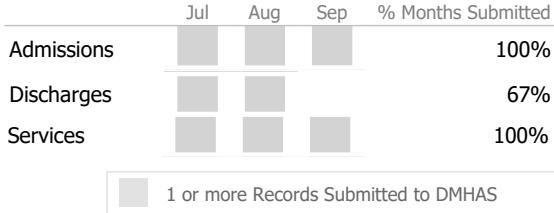
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	81	-5%
Admits	5	11	-55% ▼
Discharges	4	9	-56% ▼
Service Hours	788	766	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	40%	35%	42%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	99%	90%	98%	9%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	96%

Data Submitted to DMHAS for Month

|	Jul	Aug	Sep	% 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 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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	4	1	300%	▲
Discharges	1	3	-67%	▼
Service Hours	161	151	7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	44%	35%	42%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	98%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	91%
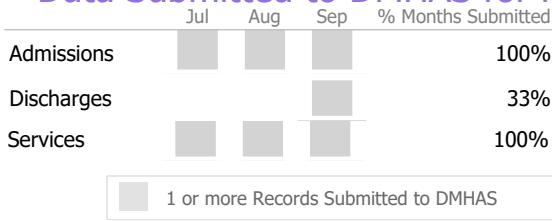
On-Time Periodic		Actual	State Avg
6 Month Updates		100%	96%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	61	8%
Admits	3	9	-67% ▼
Discharges	2	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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
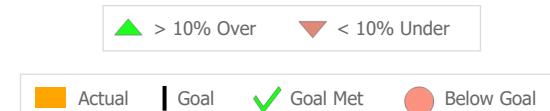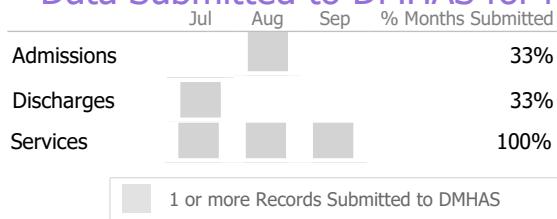
* State Avg based on 53 Active Outreach & Engagement Programs