Goodwill of Western and Northern CT Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	204	191	6%	
	Admits	35	36	-3%	
	Discharges	41	38	8%	
	Service Hours	7,228	6,446	12%	▲
	Bed Days	2,392	2,214	8%	

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

Consumer Satisfaction Survey   (Based on 41 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		93%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		81%	80%	83%

Legend: ▮ 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	191	93.2%
	Residential Services	14	6.8%

Client Demographics

Age

Age	#	%	State Avg
18-25	3	1%	8%
26-34	48	24%	18%
35-44	68	34%	25%
45-54	42	21%	19%
55-64	31	15%	19%
65+	10	5%	12%

Gender

Gender	#	%		State Avg
Male	150	74%	▲	59%
Female	53	26%	▼	40%
Transgender/Other	1	0%		0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	155	76%	▲	64%
Hisp-Puerto Rican	25	12%		10%
Hispanic-Other	18	9%		12%
Unknown	4	2%	▼	13%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		1%

Race

Race	#	%		State Avg
Black/African American	112	55%	▲	18%
White/Caucasian	48	24%	▼	59%
Other	34	17%		12%
Asian	4	2%		1%
Unknown	4	2%		8%
Multiple Races	2	1%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	1	-		
Discharges	1	1	0%	
Bed Days	920	742	24%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	86%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	92%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	60%	69%	-60%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	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%	
● Employed		0	0%	25%	14%	-25%	▼
● Social Support		2	33%	60%	85%	-27%	▼
Self Help		1	17%	N/A	60%	N/A	
● Improved/Maintained Function Score		0	0%	95%	60%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,116 days	0.5	100%	90%	90%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 65 Active Supervised Apartments Programs

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	95%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		50%	80%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		2	100%	60%	86%	40%	▲
✓ Stable Living Situation		2	100%	90%	100%	10%	
Self Help		1	50%	N/A	65%	N/A	
● Improved/Maintained Function Score		0	0%	95%	52%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	3,212 days	0.5	100%	90%	89%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	920	920	0%

Data Submission Quality

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

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	80%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	95%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		4	80%	N/A	65%	N/A
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Stable Living Situation		5	100%	90%	100%	10%
● Improved/Maintained Function Score		0	0%	95%	52%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	3,134 days	0.5	100%	90%	89%	10%

▨ < 90%	▨ 90-110% ▨ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	108	-6%	
Admits	16	22	-27%	▼
Discharges	24	26	-8%	
Service Hours	3,795	4,092	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	37%	35%	43%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	97%	90%	93%	7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	90%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	92%

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 35 Active Employment Services Programs

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	74	20%	▲
Admits	18	14	29%	▲
Discharges	16	11	45%	▲
Service Hours	3,434	2,354	46%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		15	17%	35%	43%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	96%	90%	93%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	90%

Periodic Submitted		Actual	State Avg
6 Month Updates		98%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 35 Active Employment Services Programs

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	86%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	92%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	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%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		1	100%	25%	14%	75%	▲
Self Help		1	100%	N/A	60%	N/A	
✓ Social Support		1	100%	60%	85%	40%	▲
✓ Stable Living Situation		1	100%	95%	95%	5%	
● Improved/Maintained Function Score		0	0%	95%	60%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	4,201 days	0.5	100%	90%	90%	10%

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 65 Active Supervised Apartments Programs