Goodwill of Southern New England
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	223	177	26%	▲
	Admits	32	31	3%	
	Discharges	49	22	123%	▲
	Service Hours	567	630	-10%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		135	60.5%
	Case Management		88	39.5%

Consumer Satisfaction Survey   (Based on 80 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		98%	80%	92%
✓	Access		97%	80%	88%
✓	Respect		97%	80%	91%
✓	Overall		96%	80%	91%
✓	Quality and Appropriateness		96%	80%	93%
✓	Participation in Treatment		95%	80%	92%
✓	Outcome		88%	80%	83%
✓	Recovery		82%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		16	7%	9%
26-34		41	18%	22%
35-44		57	26%	21%
45-54		57	26%	20%
55-64		46	21%	20%
65+		6	3%	7%

Gender

Gender		#	%	State Avg
Male		147	67%	59%
Female		74	33%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		190	85%	▲	71%
Hisp-Puerto Rican		26	12%		12%
Hispanic-Other		5	2%		7%
Hispanic-Cuban		1	0%		0%
Unknown		1	0%		9%
Hispanic-Mexican					1%

Race

Race		#	%		State Avg
Black/African American		121	54%	▲	16%
White/Caucasian		68	30%	▼	64%
Other		21	9%		13%
Multiple Races		10	4%		1%
Hawaiian/Other Pacific Islander		2	1%		0%
Am. Indian/Native Alaskan		1	0%		1%
Asian					1%
Unknown					5%

▬ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

CJI Supportive Employment Program
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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	47	-17%	▼
Admits	1	9	-89%	▼
Discharges	18	8	125%	▲
Service Hours	103	120	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		11	28%	35%	43%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		14	67%	90%	92%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	85%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	�			33%
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 42 Active Employment Services Programs

IDEA-Work Services New Haven 906-270
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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	78	-4%	
Admits	10	12	-17%	▼
Discharges	9	11	-18%	▼
Service Hours	405	385	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	85%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		93%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		30	40%	35%	43%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		57	85%	90%	92%	-5%

▲ > 10% Over   ▼ < 10% Under

▉ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 42 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	
Admits	1	3	-67%	▼
Discharges	10	3	233%	▲
Service Hours	60	126	-53%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	42%	35%	43%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		13	81%	90%	92%	-9%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	85%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		89%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▪	33%
Discharges	▪		▪	67%
Services	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal
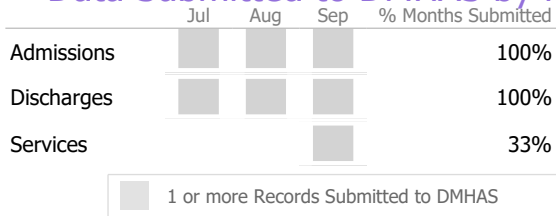
* State Avg based on 42 Active Employment Services Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	30	193%	▲
Admits	20	7	186%	▲
Discharges	12	-		
Service Hours	-	-		

Service Engagement
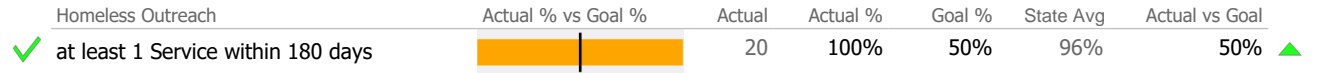
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		20	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲	> 10% Over	▼	< 10% Under

	Actual		Goal	✓	Goal Met	●	Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs