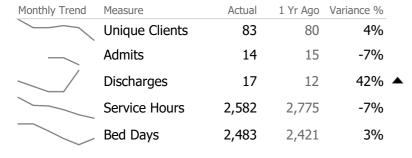**Goodwill of Western and Northern CT Inc.**
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
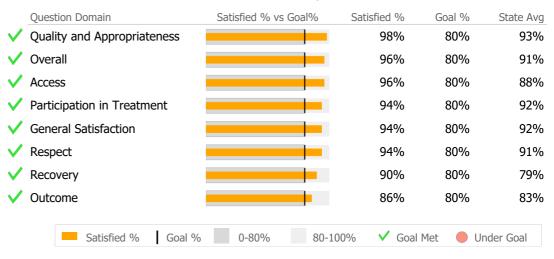Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	83	80	4%	
	Admits	14	15	-7%	
	Discharges	17	12	42%	▲
	Service Hours	2,582	2,775	-7%	
	Bed Days	2,483	2,421	3%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	70	83.3%
	Residential Services	14	16.7%

Consumer Satisfaction Survey   (Based on 49 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		98%	80%	93%
✓	Overall		96%	80%	91%
✓	Access		96%	80%	88%
✓	Participation in Treatment		94%	80%	92%
✓	General Satisfaction		94%	80%	92%
✓	Respect		94%	80%	91%
✓	Recovery		90%	80%	79%
✓	Outcome		86%	80%	83%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		1	1%	10%
26-34		24	29%	23%
35-44		21	25%	22%
45-54		21	25%	20%
55-64		12	14%	19%
65+		4	5%	7%

Gender

		#	%		State Avg
Male		61	73%	▲	60%
Female		22	27%	▼	40%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		67	81%	▲	70%
Hispanic-Other		7	8%		8%
Hisp-Puerto Rican		4	5%		12%
Unknown		3	4%		9%
Hispanic-Cuban		1	1%		0%
Hispanic-Mexican		1	1%		1%

Race

		#	%		State Avg
Black/African American		43	52%	▲	17%
White/Caucasian		20	24%	▼	63%
Other		15	18%		13%
Asian		2	2%		1%
Am. Indian/Native Alaskan		1	1%		1%
Hawaiian/Other Pacific Islander		1	1%		0%
Unknown		1	1%		5%
Multiple Races					1%

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	▲
Admits	-	-		
Discharges	1	-		
Bed Days	827	736	12%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	60%	68%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		4	80%	95%	92%	-15%	▼
● Social Support		2	40%	60%	85%	-20%	▼
● Employed		0	0%	25%	10%	-25%	▼
● Improved/Maintained Axis V GAF Score		1	20%	95%	62%	-75%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	53%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		75%	89%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	50%
SA Screen Complete		N/A	49%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		60%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		4	2,143 days	0.4	112%	90%	93%	22%	▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 80 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
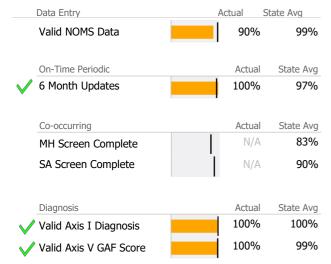Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	88%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	82%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	90%	99%	10%
🔴 Social Support		1	50%	60%	82%	-10%
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	3,452 days	0.5	100%	90%	93%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by 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
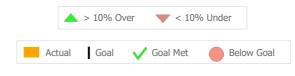
* State Avg based on 24 Active Group Home Programs

Cheshire House-Marion Rd109165
Goodwill of Western and Northern CT Inc.
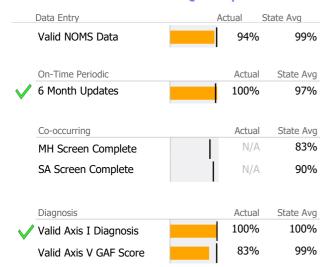Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Bed Days	1,104	1,133	-3%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	88%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	82%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		83%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	83%	60%	82%	23%	▲
✓ Stable Living Situation		6	100%	90%	99%	10%	
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		5	2,201 days	0.4	120%	90%	93%	30%	▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by 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 24 Active Group Home Programs

Goodwill Employment Services 109-271
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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	66	6%	
Admits	14	14	0%	
Discharges	16	12	33%	▲
Service Hours	2,582	2,775	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		33	47%	35%	44%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	85%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪		▪	▪	▪		67%
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 42 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1	100%	60%	85%	40%	▲
✓ Stable Living Situation		1	100%	95%	92%	5%	
⬤ Employed		0	0%	25%	10%	-25%	▼
⬤ Improved/Maintained Axis V GAF Score		0	0%	95%	62%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	53%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	89%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	50%
SA Screen Complete		N/A	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Avg Utilization Rate		3	2,009 days	1.5	33%	90%	93%	-57%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by 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 80 Active Supervised Apartments Programs