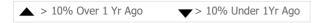**Goodwill of Western and Northern CT Inc.**
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
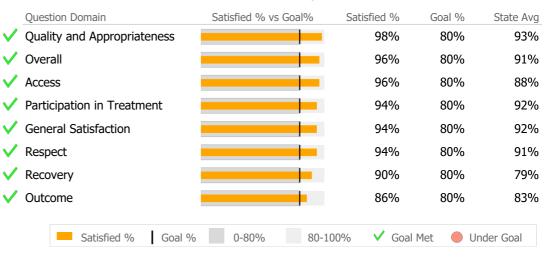Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	91	87	5%
	Admits	22	24	-8%
	Discharges	23	22	5%
	Service Hours	3,186	4,205	-24% ▼
	Bed Days	3,666	3,638	1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	78	84.8%
	Residential Services	14	15.2%

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%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	1	1%	11%
26-34	28	31%	23%
35-44	23	25%	22%
45-54	23	25%	20%
55-64	12	13%	18%
65+	4	4%	6%

Gender

Gender	#	%		State Avg
Male	65	71%	▲	60%
Female	26	29%	▼	40%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	74	81%	▲	70%
Hispanic-Other	7	8%		8%
Hisp-Puerto Rican	5	5%		12%
Unknown	3	3%		10%
Hispanic-Cuban	1	1%		0%
Hispanic-Mexican	1	1%		1%

Race

Race	#	%		State Avg
Black/African American	48	53%	▲	17%
White/Caucasian	21	23%	▼	62%
Other	16	18%		13%
Asian	3	3%		1%
Am. Indian/Native Alaskan	1	1%		1%
Hawaiian/Other Pacific Islander	1	1%		0%
Unknown	1	1%		5%
Multiple Races				1%

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.
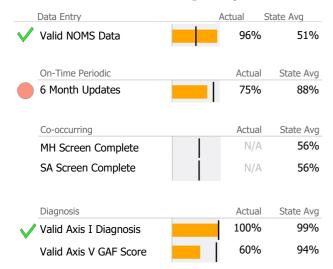Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Bed Days	1,191	1,127	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	60%	71%	-60% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	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%	63%	-75% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	51%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		75%	88%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	56%
SA Screen Complete		N/A	56%

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	2,301 days	0.3	108%	90%	96%	18% ▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			■							11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

ABI/TBI Manchester House109165
Goodwill of Western and Northern CT Inc.
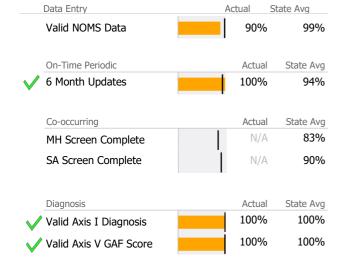Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	550	548	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	83%	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%	77%	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%	94%

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%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		2	100%	90%	100%	10%
🔴 Social Support		1	50%	60%	88%	-10%
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	74%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		2	3,544 days	0.3	100%	90%	94%	10%

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	1,650	1,689	-2%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	83%	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%	77%	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%	94%

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%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	83%	60%	88%	23%	▲
✓ Stable Living Situation		6	100%	90%	100%	10%	
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	74%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		5	2,292 days	0.3	120%	90%	94%	30%	▲

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	72	8%
Admits	22	22	0%
Discharges	22	21	5%
Service Hours	3,186	4,205	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		35	45%	35%	43%	10% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	91%	90%	96%	1%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	83%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		95%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪	▪	▪		▪	▪	▪	78%
Discharges	▪	▪	▪	▪	▪			▪	▪	78%
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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	275	274	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	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%	63%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	51%

On-Time Periodic	Actual	State Avg
⬤ 6 Month Updates	0%	88%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	56%
SA Screen Complete	N/A	56%

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	2,100 days	1.0	33%	90%	96%	-57% ▼

- ▢ < 90%
- ▢ 90-110%
- ▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 81 Active Supervised Apartments Programs