Goodwill of Southern New England
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	274	273	0%
	Admits	101	131	-23% ▼
	Discharges	126	85	48% ▲
	Service Hours	1,885	2,376	-21% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	159	57.8%
	Case Management	116	42.2%

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	#	%	State Avg
18-25	20	7%	11%
26-34	48	18%	23%
35-44	71	26%	22%
45-54	70	26%	20%
55-64	58	21%	18%
65+	7	3%	6%

Gender	#	%	State Avg
Male	185	68%	60%
Female	87	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	235	86% ▲	69%
Hisp-Puerto Rican	32	12%	11%
Hispanic-Other	5	2%	8%
Hispanic-Cuban	1	0%	0%
Unknown	1	0% ▼	11%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	146	53% ▲	17%
White/Caucasian	81	30% ▼	62%
Other	26	9%	13%
Multiple Races	13	5%	1%
Hawaiian/Other Pacific Islander	4	1%	0%
Am. Indian/Native Alaskan	3	1%	1%
Unknown	1	0%	6%
Asian			1%

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

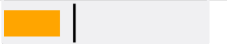
CJI Supportive Employment Program
Goodwill of Southern New England
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

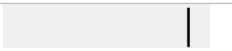
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	70	-44%	▼
Admits	1	33	-97%	▼
Discharges	39	33	18%	▲
Service Hours	111	547	-80%	▼

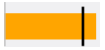
Recovery

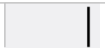
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		11	28%	35%	43%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	96%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	83%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■												8%
Discharges	■	■	■	■	■								42%
Services	■	■	■	■	■								42%

■ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	104	1%
Admits	40	38	5%
Discharges	38	39	-3%
Service Hours	1,539	1,430	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		36	34%	35%	43%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		68	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	83%

On-Time Periodic	Actual	State Avg
6 Month Updates	98%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	36	-17%	▼
Admits	9	15	-40%	▼
Discharges	16	13	23%	▲
Service Hours	235	399	-41%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		13	41%	35%	43%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	96%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	83%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■	■			■			■	■	50%
Discharges	■		■	■			■	■				■	50%
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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	68	71%	▲
Admits	51	45	13%	▲
Discharges	33	-		
Service Hours	-	-		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		51	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■		92%
Discharges	■	■	■	■	■	■	■	■					67%
Services			■	■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs