

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 78 | 75 | 4% |
| | Admits | 16 | 8 | 100% ▲ |
| | Discharges | 12 | 11 | 9% |
| | Service Hours | 4,241 | 1,431 | 196% ▲ |
| | Bed Days | 3,510 | 3,079 | 14% ▲ |

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

Consumer Satisfaction Survey

(Based on 41 FY21 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | | 100% | 80% | 92% |
| ✓ General Satisfaction | | 95% | 80% | 92% |
| ✓ Access | | 95% | 80% | 88% |
| ✓ Respect | | 95% | 80% | 91% |
| ✓ Overall | | 93% | 80% | 91% |
| ✓ Quality and Appropriateness | | 90% | 80% | 93% |
| ✓ Outcome | | 89% | 80% | 83% |
| ✓ Recovery | | 85% | 80% | 79% |

■ 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 | 65 | 83.3% |
| | Residential Services | 13 | 16.7% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
| 18-25 | | | 10% | Male | 60 | 77% | ▲ 59% |
| 26-34 | 19 | 24% | 22% | Female | 18 | 23% | ▼ 41% |
| 35-44 | 23 | 29% | 23% | Transgender | | | 0% |
| 45-54 | 19 | 24% | 19% | | | | |
| 55-64 | 14 | 18% | 19% | | | | |
| 65+ | 3 | 4% | 8% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 61 | 78% | 68% | Black/African American | 39 | 50% | ▲ 17% |
| Hisp-Puerto Rican | 9 | 12% | 11% | White/Caucasian | 19 | 24% | ▼ 62% |
| Hispanic-Other | 5 | 6% | 8% | Other | 16 | 21% | 13% |
| Unknown | 2 | 3% | 12% | Asian | 2 | 3% | 1% |
| Hispanic-Mexican | 1 | 1% | 1% | Hawaiian/Other Pacific Islander | 1 | 1% | 0% |
| Hispanic-Cuban | | | 0% | Unknown | 1 | 1% | 6% |
| | | | | Am. Indian/Native Alaskan | | | 0% |
| | | | | Multiple Races | | | 1% |

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

Variations in data may be indicative of operational adjustments related to the pandemic.

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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | 4 | 25% ▲ |
| Admits | 1 | - | |
| Discharges | - | - | |
| Bed Days | 1,338 | 1,096 | 22% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 94% | 78% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 80% | 90% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 0% | 98% |
| SA Screen Complete | 0% | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |

Discharge Outcomes

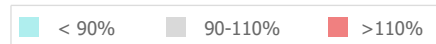
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 72% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 79% | N/A |

Recovery

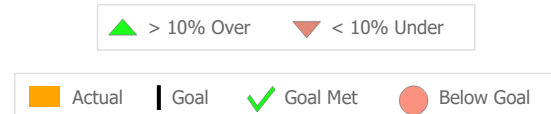
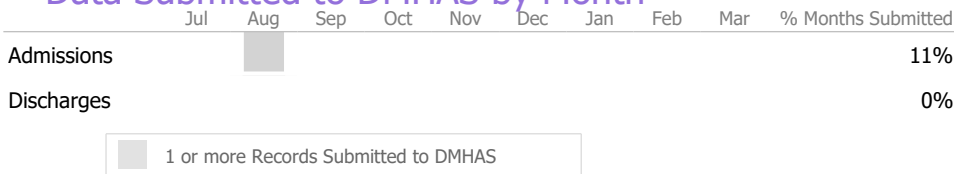
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 5 | 100% | 95% | 95% | 5% |
| Social Support | | 3 | 60% | 60% | 85% | 0% |
| Employed | | 0 | 0% | 25% | 12% | -25% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 4 | 2,666 days | 0.3 | 122% | 90% | 92% | 32% ▲ |



Data Submitted to DMHAS by Month



* State Avg based on 80 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 89% |
| Co-occurring | | |
| MH Screen Complete | N/A | 86% |
| SA Screen Complete | N/A | 95% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 80% | 72% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 88% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 67% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 2 | 100% | 60% | 82% | 40% ▲ |
| Stable Living Situation | | 2 | 100% | 90% | 98% | 10% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 2 | 4,274 days | 0.3 | 100% | 90% | 87% | 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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | 5 | 0% |
| Admits | - | - | |
| Discharges | 1 | 1 | 0% |
| Bed Days | 1,350 | 1,161 | 16% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 89% |
| Co-occurring | | |
| MH Screen Complete | N/A | 86% |
| SA Screen Complete | N/A | 95% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 80% | 72% | -80% ▼ |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 88% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 67% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 5 | 100% | 90% | 98% | 10% |
| Social Support | | 3 | 60% | 60% | 82% | 0% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 5 | 3,053 days | 0.3 | 99% | 90% | 87% | 9% |

Legend: ■ < 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% |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

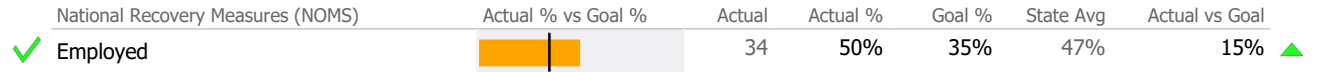
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

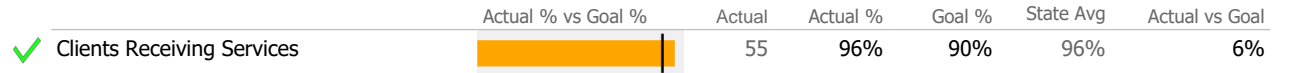
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 65 | 63 | 3% |
| Admits | 15 | 8 | 88% ▲ |
| Discharges | 11 | 10 | 10% |
| Service Hours | 4,241 | 1,431 | 196% ▲ |

Recovery



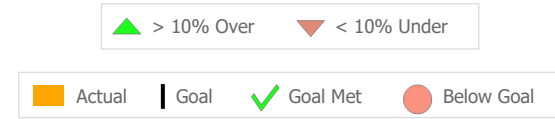
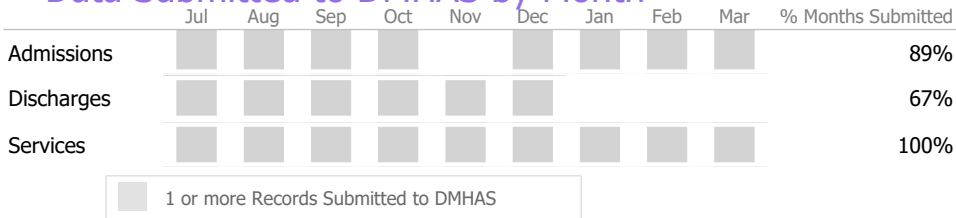
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

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

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 78% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 90% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 98% |
| SA Screen Complete | N/A | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 72% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 79% | 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% | 95% | 5% |
| ● Employed | | 0 | 0% | 25% | 12% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 3 | 2,830 days | 1.0 | 33% | 90% | 92% | -57% ▼ |

Legend: ■ < 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% |

Legend: ■ 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