

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	175	150	17%	▲
	Admits	74	29	155%	▲
	Discharges	27	45	-40%	▼
	Service Hours	3,198	1,489	115%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	134	76.6%
	Case Management	41	23.4%

### Consumer Satisfaction Survey

(Based on 52 FY22 Surveys)

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

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

### Client Demographics

Age	#	%	State Avg
18-25	9	5%	10%
26-34	35	20%	20%
35-44	45	26%	24%
45-54	24	14%	18%
55-64	52	30% ▲	19%
65+	10	6%	9%

Gender	#	%	State Avg
Male	111	65%	59%
Female	61	35%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	155	89% ▲	68%
Hisp-Puerto Rican	14	8%	11%
Hispanic-Other	3	2%	9%
Unknown	2	1% ▼	12%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	83	47% ▲	17%
White/Caucasian	67	38% ▼	61%
Other	15	9%	13%
Multiple Races	7	4%	1%
Unknown	3	2%	7%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

# Employment Services Southeast

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 2022 - March 2023 (Data as of Jul 03, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43		
Admits	43	-	
Discharges	2	-	
Service Hours	803	-	

## Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span>	Employed		13	30%	35%	44%	-5%

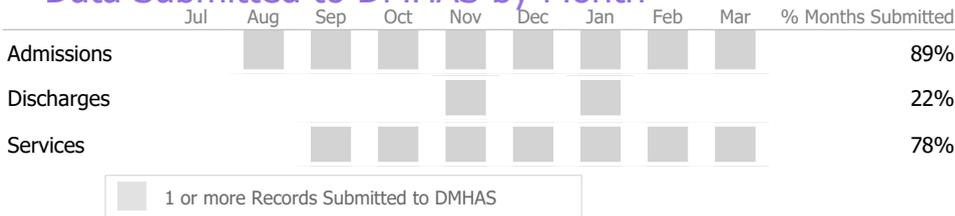
## Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span>	Clients Receiving Services		41	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
<span style="color: green;">✓</span> 6 Month Updates	94%	79%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    ✓ Goal Met    ● Below Goal

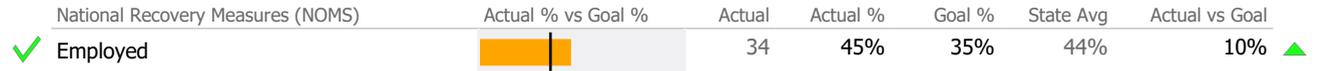
\* State Avg based on 44 Active Employment Services Programs

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

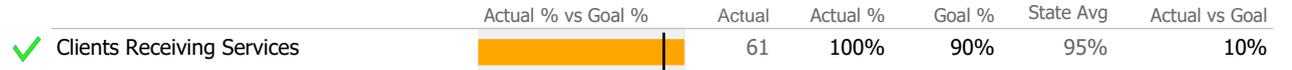
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	76	-3%
Admits	15	12	25% ▲
Discharges	16	19	-16% ▼
Service Hours	1,838	1,145	61% ▲

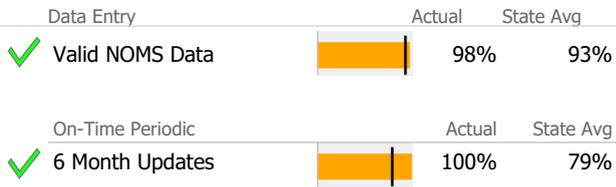
### Recovery



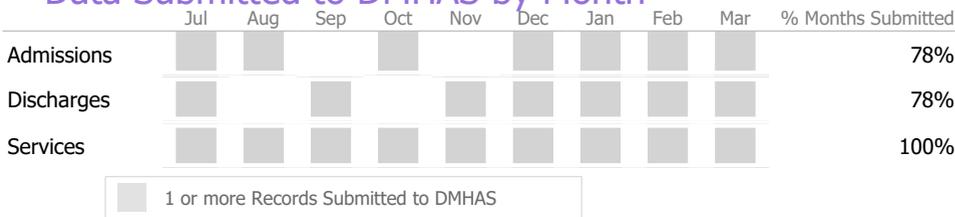
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 44 Active Employment Services Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	24	-25% ▼
Admits	2	6	-67% ▼
Discharges	3	7	-57% ▼
Service Hours	557	345	62% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	44%	35%	44%	9%

### Service Utilization

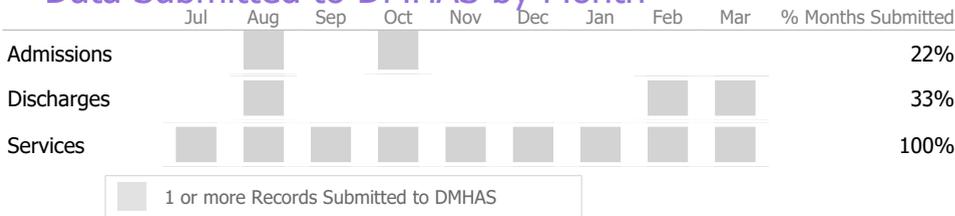
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

### Data Submitted to DMHAS by Month



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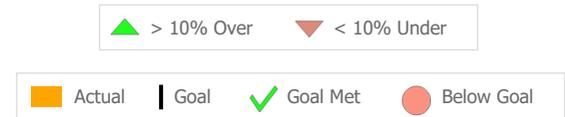
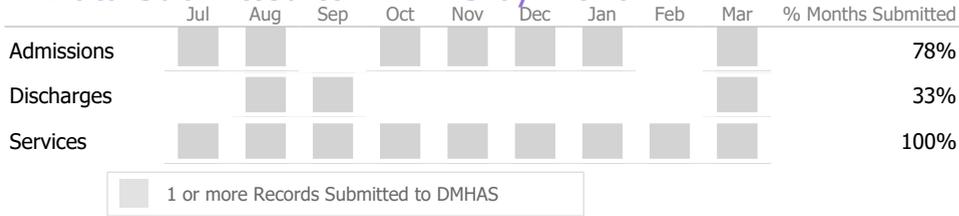
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	51	-20% ▼
Admits	14	11	27% ▲
Discharges	6	19	-68% ▼
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		14	100%	50%	94%	50% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 48 Active Outreach & Engagement Programs