

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	202	152	33%	▲
	Admits	102	33	209%	▲
	Discharges	38	53	-28%	▼
	Service Hours	4,379	2,051	114%	▲

▲ > 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	156	77.2%
	Case Management	46	22.8%

### 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	10	5%	10%
26-34	44	22%	21%
35-44	51	25%	24%
45-54	31	15%	18%
55-64	56	28%	18%
65+	10	5%	9%

Gender	#	%	State Avg
Male	130	65%	59%
Female	69	35%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	176	87%	▲ 67%
Hisp-Puerto Rican	19	9%	10%
Hispanic-Other	5	2%	9%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	▼ 13%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	88	44%	▲ 18%
White/Caucasian	81	40%	▼ 60%
Other	21	10%	12%
Multiple Races	7	3%	1%
Asian	3	1%	1%
Unknown	2	1%	7%
Am. Indian/Native Alaskan			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 - June 2023 (Data as of Sep 25, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60		
Admits	60	-	
Discharges	8	-	
Service Hours	1,187	-	

## Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		23	38%	35%	43%	3%

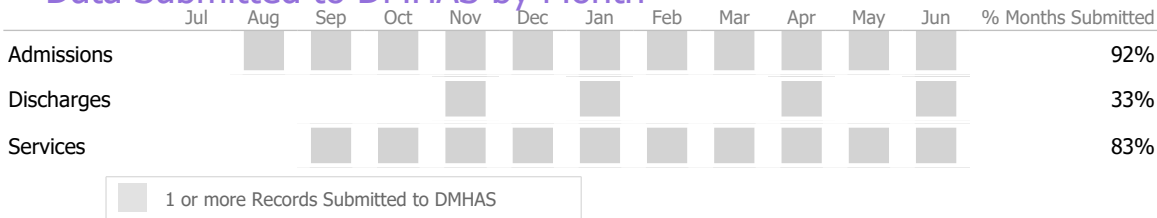
## Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		52	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		77%

## 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	79	77	3%
Admits	21	15	40% ▲
Discharges	18	19	-5%
Service Hours	2,488	1,576	58% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	41%	35%	43%	6%

### Service Utilization

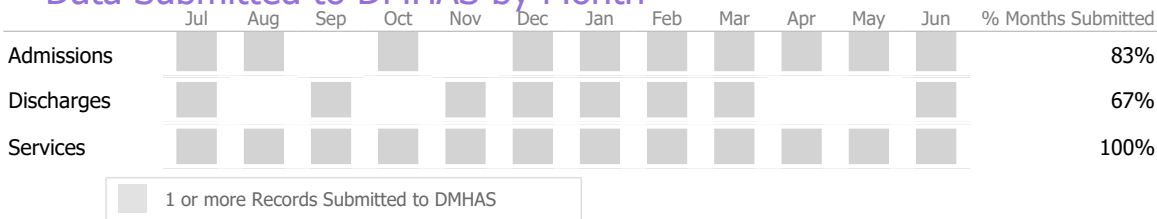
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

### 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	25	-28% ▼
Admits	2	7	-71% ▼
Discharges	3	10	-70% ▼
Service Hours	704	475	48% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	44%	35%	43%	9%

### Service Utilization

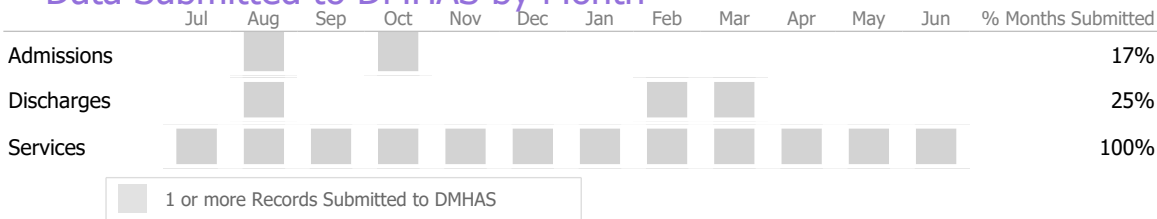
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

### Data Submitted to DMHAS by Month



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█ Actual    | Goal    ✓ Goal Met    ● Below Goal

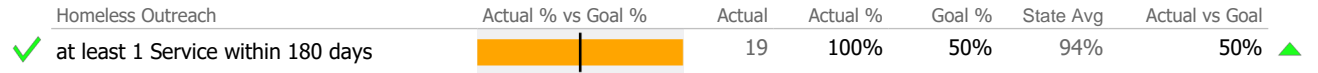
\* State Avg based on 44 Active Employment Services Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	51	-10%
Admits	19	11	73% ▲
Discharges	9	24	-63% ▼
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

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