

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	201	130	55%	▲
	Admits	35	28	25%	▲
	Discharges	28	11	155%	▲
	Service Hours	1,389	829	68%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	156	77.6%
	Case Management	45	22.4%

Consumer Satisfaction Survey

(Based on 78 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Outcome		94%	80%	83%
✓ Recovery		92%	80%	79%
✓ Participation in Treatment		90%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	4	2%	8%
26-34	49	24%	18%
35-44	50	25%	24%
45-54	30	15%	19%
55-64	56	28%	20%
65+	12	6%	11%

Gender	#	%	State Avg
Male	131	66%	58%
Female	67	34%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	178	89%	▲ 66%
Hisp-Puerto Rican	17	8%	11%
Hispanic-Other	4	2%	10%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	86	43%	▼ 60%
Black/African American	84	42%	▲ 17%
Other	20	10%	12%
Multiple Races	7	3%	1%
Asian	3	1%	1%
Unknown	1	0%	8%
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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	18	278% ▲
Admits	16	18	-11% ▼
Discharges	16	-	
Service Hours	588	152	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		25	37%	35%	41%	2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		52	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	65	6%
Admits	6	6	0%
Discharges	4	5	-20% ▼
Service Hours	665	548	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		28	41%	35%	41%	6%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	91%	90%	88%	1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	17	18% ▲
Admits	5	1	400% ▲
Discharges	-	1	-100% ▼
Service Hours	136	129	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	35%	35%	41%	0%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

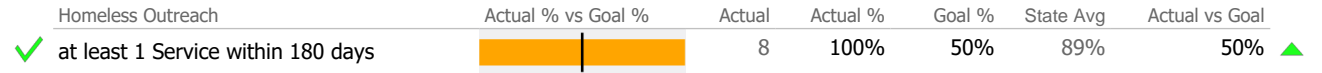
* State Avg based on 37 Active Employment Services Programs

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

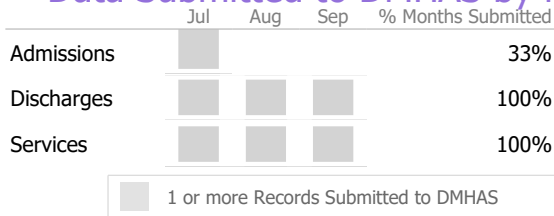
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	30	50% ▲
Admits	8	3	167% ▲
Discharges	8	5	60% ▲
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 52 Active Outreach & Engagement Programs