

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	178	99	80%	▲
	Admits	50	28	79%	▲
	Discharges	42	9	367%	
	Service Hours	6,749	3,130	116%	▲
	Bed Days	2,313	2,269	2%	

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

Consumer Satisfaction Survey

(Based on 12 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Outcome		100%	80%	83%
✓ Overall		92%	80%	91%
✓ Access		91%	80%	88%
✓ Quality and Appropriateness		90%	80%	93%
✓ Recovery		90%	80%	79%
✓ Respect		80%	80%	91%
● General Satisfaction		75%	80%	92%

■ 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	165	92.2%
	Residential Services	14	7.8%

Client Demographics

Age	#	%	State Avg
18-25	2	1%	8%
26-34	40	23%	19%
35-44	56	32%	24%
45-54	38	22%	18%
55-64	33	19%	19%
65+	7	4%	10%

Gender	#	%	State Avg
Male	131	74%	▲ 59%
Female	47	26%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	130	73%	65%
Hisp-Puerto Rican	35	20%	10%
Hispanic-Other	8	4%	10%
Unknown	4	2%	▼ 14%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	92	52%	▲ 17%
White/Caucasian	50	28%	▼ 60%
Other	29	16%	12%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Unknown	2	1%	8%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%

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

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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	921	920	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

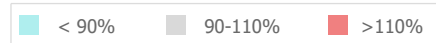
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	66%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	100%	95%	96%	5%
Social Support		3	50%	60%	86%	-10%
Employed		0	0%	25%	13%	-25% ▼
Improved/Maintained Function Score		0	0%	95%	61%	-95% ▼

Bed Utilization

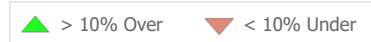
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,828 days	0.5	100%	90%	91%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%

1 or more Records Submitted to DMHAS



* State Avg based on 83 Active Supervised Apartments Programs

Variations 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	1	-	
Bed Days	288	368	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	85%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	83%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	84%	40% ▲
✓ Stable Living Situation		2	100%	90%	97%	10%
● Improved/Maintained Function Score		0	0%	95%	64%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	4,904 days	0.5	78%	90%	80%	-12% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				■			17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	920	797	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	80%	80%
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%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	85%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	84%	20% ▲
Stable Living Situation		5	100%	90%	97%	10%
Improved/Maintained Function Score		0	0%	95%	64%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,403 days	0.5	100%	90%	80%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	23	309% ▲
Admits	36	23	57% ▲
Discharges	23	-	
Service Hours	3,724	547	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		32	34%	35%	43%	-1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	100%	90%	93%	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

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Goodwill Employment Services

Goodwill of Western and Northern CT Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	63	13% ▲
Admits	13	4	225% ▲
Discharges	17	9	89% ▲
Service Hours	3,025	2,583	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		23	32%	35%	43%	-3%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		54	100%	90%	93%	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

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 37 Active Employment Services Programs

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The Wellness Program

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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

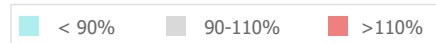
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	100%	25%	13%	75% ▲
Social Support		1	100%	60%	86%	40% ▲
Stable Living Situation		1	100%	95%	96%	5%
Improved/Maintained Function Score		0	0%	95%	61%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	3,470 days	0.5	100%	90%	91%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 83 Active Supervised Apartments Programs

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