Goodwill of Western and Northern CT Inc.

Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Provider Activity





Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---------------------|----------------------|-----|-------|
| Mental Healt | h | | |
| | Employment Services | 133 | 93.7% |
| | Residential Services | 9 | 6.3% |

Consumer Satisfaction Survey (Ba

(Based on 98 FY13 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|--|----------------------|-------------------|--------|-----------|
| General Satisfaction | | 99% | 80% | 92% |
| ✓ Overall | | 98% | 80% | 91% |
| Quality and Appropriateness | | 97% | 80% | 93% |
| Participation in Treatment | | 97% | 80% | 92% |
| ✓ Respect | | 97% | 80% | 91% |
| ✓ Access | | 96% | 80% | 88% |
| ✓ Outcome | | 88% | 80% | 83% |
| ✓ Recovery | | 86% | 80% | 79% |
| | | | | |
| Satisfied % Goal % | 0-80% 80-10 | 00% √ Goal | Met Ur | nder Goal |

Client Demographics

| Age | | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|--------|-------|-----------|---------------------------------|---------|---------|------------|
| 18-25 | | 12 | 8% | 16% | Male | 86 | 61% | 60% |
| 26-34 | | 36 | 25% | 23% | Female | 56 | 39% | 40% |
| 35-44 | ĺ | 25 | 18% | 20% | | | | |
| 45-54 | • | 42 | 30% | 24% | | | | |
| 55-64 | | 21 | 15% | 14% | Race | # | % | State Avg |
| 65+ | • | 6 | 4% | 4% | Black/African American | 67 | 47% | 17% |
| | | | | | White/Caucasian 📙 📗 | 41 | 29% | ▼ 65% |
| Ethnicity | | # | % | State Avg | Other 📙 | 29 | 20% | 14% |
| Non-Hispanic | | 108 | 76% | 75% | Hawaiian/Other Pacific Islander | 2 | 1% | 0% |
| Hispanic-Other | | 16 | 11% | 6% | Asian | 1 | 1% | 1% |
| Hisp-Puerto Rican | | 14 | 10% | 12% | Multiple Races | 1 | 1% | 1% |
| Unknown | | 3 | 2% | 6% | Unknown | 1 | 1% | 3% |
| l . | | | | | Am. Indian/Native Alaskan | | | 1% |
| Hispanic-Cuban | | 1 | 1% | 0% | | | | |
| Hispanic-Mexican | | | | 0% | | | | |
| | | Cl | | I C | A 100/ 0 CL 1 A | 100/ 1 | | |
| | Uni | que Cl | ients | State Avg | ▲ > 10% Over State Avg | > 10% L | inaer S | tate Avg |

165 Ocean Tr. SupvApts 109-250

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Supervised Apartments

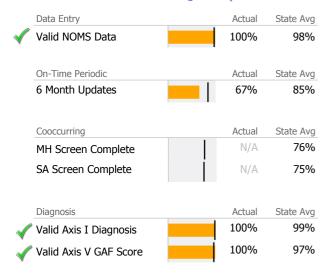
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

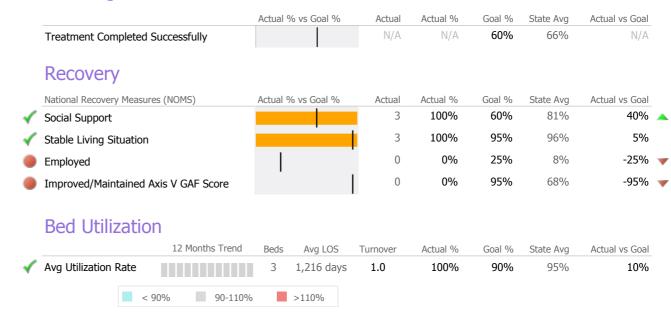
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|----------------|
| Unique Clients | 3 | 4 | -25% | \blacksquare |
| Admits | - | 1 | -100% | • |
| Discharges | - | 1 | -100% | • |
| Bed Days | 1,095 | 966 | 13% | • |

Data Submission Quality



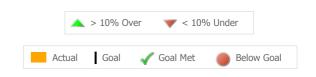
Discharge Outcomes



Data Submitted to DMHAS by Month

Admissions

1 or more Records Submitted to DMHAS



^{*} State Avg based on 72 Active Supervised Apartments Programs

ABI/TBI Manchester House109165

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

60%

90%

95%

State Ava

77%

98%

64%

Actual vs Goal

40%

10%

-95% 🔻

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Actual %

100%

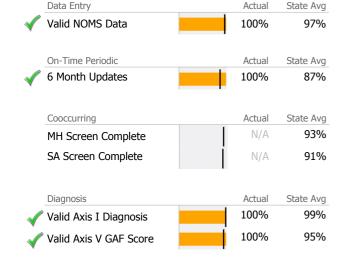
100%

0%

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | 2 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Davs | 730 | 730 | 0% |

Data Submission Quality



Discharge Outcomes

| Treatment Completed Successfully | | N/A | N/A | 80% | 78% | N/A |
|---|--------------------|--------|----------|--------|-----------|----------------|
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 87% | N/A |
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 81% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |

Actual

2

2

0

Actual % vs Goal %

Bed Utilization

Improved/Maintained Axis V GAF Score

Stable Living Situation

Social Support



Data Submitted to DMHAS by Month

Admissions

Discharges

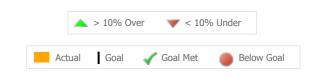
Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun % Months Submitted

O%

O%

OM

1 or more Records Submitted to DMHAS



^{*} State Avg based on 25 Active Group Home Programs

Cheshire House-Marion Rd109165

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

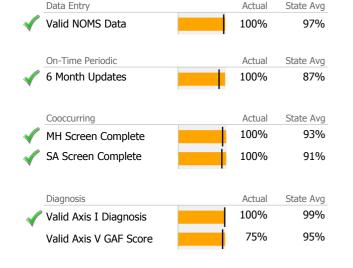
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|--|
| Unique Clients | 4 | 4 | 0% | |
| Admits | 1 | 1 | 0% | |
| Discharges | - | 1 | -100% 🔻 | |
| Bed Days | 1,383 | 1,258 | 10% | |

Data Submission Quality



Discharge Outcomes

| | | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------|--------|---|--|--------------------|---|
| | N/A | N/A | 80% | 78% | N/A |
| Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| | N/A | N/A | 85% | 87% | N/A |
| Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| | N/A | N/A | 90% | 81% | N/A |
| | | Actual % vs Goal % Actual N/A Actual % vs Goal % Actual | Actual % vs Goal % Actual Actual % N/A N/A Actual % vs Goal % Actual Actual % | Actual % vs Goal % | Actual % vs Goal % Actual Actual % Goal % State Avg N/A N/A 85% 87% Actual % vs Goal % Actual Actual % Goal % State Avg |

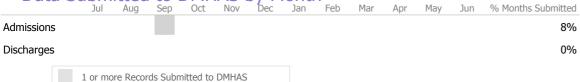
Recovery

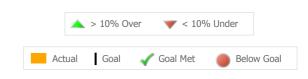
| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|--------------|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
| \checkmark | Social Support | | 4 | 100% | 60% | 77% | 40% | _ |
| √ | Stable Living Situation | | 4 | 100% | 90% | 98% | 10% | |
| | Improved/Maintained Axis V GAF Score | ĺ | 0 | 0% | 95% | 64% | -95% | _ |

Bed Utilization



Data Submitted to DMHAS by Month





^{*} State Avg based on 25 Active Group Home Programs

Goodwill Employment Services 109-271

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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 130 | 154 | -16% | 7 |
| Admits | 27 | 61 | -56% | 7 |
| Discharges | 51 | 53 | -4% | |
| Service Hours | 6,586 | 6,541 | 1% | |

Recovery

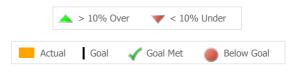


Data Submission Quality

| | Data Entry | Actual | State Avg |
|----------|------------------|--------|-----------|
| V | Valid NOMS Data | 98% | 95% |
| | On-Time Periodic | Actual | State Avg |
| | 6 Month Updates | 81% | 90% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|--------|------------|---------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | | | | 100% |
| Discharges | | | | | | | | | | | | | 92% |
| Services | | | | | | | | | | | | | 100% |
| | 1 or r | nore Recor | ds Subr | mitted to | DMHAS | 5 | | | | | | | |



^{*} State Avg based on 40 Active Employment Services Programs