

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	91	96	-5%
	Admits	28	24	17% ▲
	Discharges	25	33	-24% ▼
	Service Hours	6,531	7,217	-10%
	Bed Days	4,745	4,711	1%

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

Consumer Satisfaction Survey

(Based on 75 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		97%	80%	91%
✓ Recovery		95%	80%	79%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		91%	80%	83%
✓ Participation in Treatment		89%	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	79	85.9%
	Residential Services	12	13.0%
	Consultation	1	1.1%

Client Demographics

Age	#	%	State Avg
18-25	2	2%	14% ▼
26-34	24	26%	24%
35-44	22	24%	20%
45-54	22	24%	22%
55-64	14	15%	16%
65+	7	8%	5%

Gender	#	%	State Avg
Male	56	62%	60%
Female	35	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	68	75%	74%
Hisp-Puerto Rican	10	11%	13%
Hispanic-Other	9	10%	7%
Hispanic-Mexican	2	2%	1%
Unknown	2	2%	6%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	35	38%	16% ▲
White/Caucasian	29	32%	65% ▼
Other	20	22%	13%
Asian	3	3%	1%
Multiple Races	2	2%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	3%
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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,825	1,830	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	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%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	86%	20%
Stable Living Situation		5	100%	95%	97%	5%
Employed		0	0%	25%	7%	-25%
Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	84%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	85%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	40%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,370 days	0.2	125%	90%	94%	35%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun % 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 70 Active Supervised Apartments Programs

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 8 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	732	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic		
6 Month Updates	100%	90%
Cooccurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

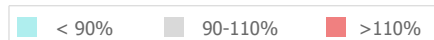
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	82%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	96%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	83%	40% ▲
Stable Living Situation		2	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	71%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	2,538 days	0.3	100%	90%	95%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,825	1,783	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	80%	90%
Cooccurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	80%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	82%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	96%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	83%	20% ▲
Stable Living Situation		5	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	71%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,123 days	0.3	100%	90%	95%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	85	-7%
Admits	27	23	17% ▲
Discharges	25	33	-24% ▼
Service Hours	6,531	7,217	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		24	30%	35%	43%	-5%

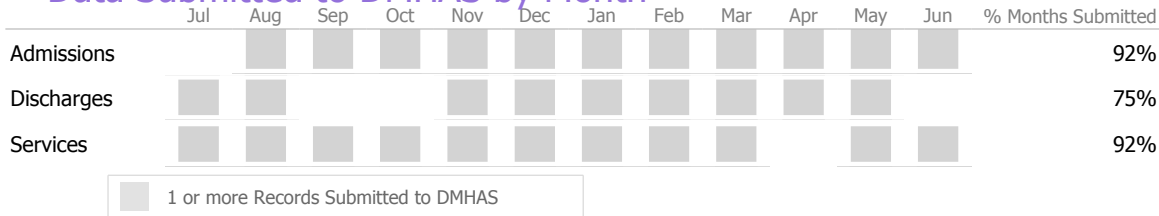
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	365	366	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	86%	40% ▲
✓ Stable Living Situation		1	100%	95%	97%	5%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 99%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 84%
Cooccurring	Actual	State Avg
MH Screen Complete		N/A 86%
SA Screen Complete		N/A 85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
✓ Valid Axis V GAF Score		100% 96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	1,095 days	0.3	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 70 Active Supervised Apartments Programs