Goodwill of Western and Northern CT Inc.

Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type		#	%		
Mental Healt	Mental Health					
	Employment Services		56	82.4%		
	Residential Services		12	17.6%		

Consumer Satisfaction Survey (Based on

(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% 80-3	100% √ Goa	al Met 🔵	Under Goal

Client Demographics

Age	#	%	State Avg	Gender		#	%	State Avg
18-25	2	3%	12%	Male		42	63%	58%
26-34	17	25%	22%	Female		25	37%	42%
35-44	14	21%	19%	Transgender				0%
45-54	18	27%	23%					
55-64	11	16%	18%					
65+	5	7%	6%	Race		#	%	State Avg
				Black/African American		27	40%	16%
Ethnicity	#	%	State Avg	White/Caucasian		23	34%	▼ 65%
Non-Hispanic	52	78%	75%	Other <mark> </mark>		11	16%	13%
Hisp-Puerto Rican	6	9%	12%	Asian		3	4%	1%
Hispanic-Other	5	7%	7%	Multiple Races		2	3%	1%
Hispanic-Mexican	2	3%	1%	Hawaiian/Other Pacific Islander		1	1%	0%
				Am. Indian/Native Alaskan				1%
Unknown	2	3%	6%	Unknown				3%
Hispanic-Cuban			0%	,				
	Unique (lients	State Avg	▲ > 10% Over State Avg	▼ > 1	0% L	Inder S	tate Avg

165 Ocean Tr. SupvApts 109-250

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Supervised Apartments

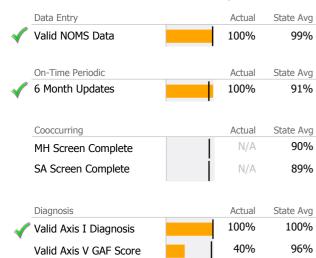
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	460	460	0%

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	re Recor	rds Subr	nitted to DMHAS

Discharge Outcomes

			Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Complete	d Successfully		N/A	N/A	60%	73%	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 Meas	ures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\	Social Support			4	80%	60%	85%	20%	_
\	Stable Living Situatio	n		5	100%	95%	97%	5%	
	Employed			0	0%	25%	7%	-25%	_
	Improved/Maintained	Axis V GAF Score	·	0	0%	95%	66%	-95%	_
	Bed Utilizati								
		12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
√	Avg Utilization Rate		4 1,091 days	8.0	125%	90%	91%	35%	_
		< 90% 90-110%	>110%						



^{*} State Avg based on 74 Active Supervised Apartments Programs

ABI/TBI Manchester House109165

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

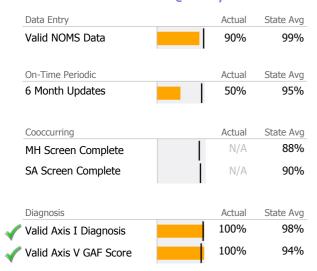
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

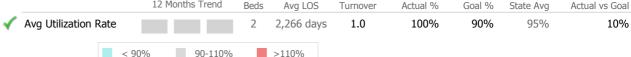


Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted	
Admissions	;				0%	
Discharges					0%	
		1 or mo	re Record	ls Sub	mitted to DMHAS	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	80%	92%	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%	91%	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		2	100%	60%	80%	40%	_
√	Stable Living Situation		2	100%	90%	98%	10%	
	Improved/Maintained Axis V GAF Score		0	0%	95%	62%	-95%	_
	Bed Utilization							
	12 Months Trend	Pods Avg LOC	Turnovor	Actual 0/	Coal 0/	Ctata Ava	Actual va Coal	





^{*} State Avg based on 24 Active Group Home Programs

Cheshire House-Marion Rd109165

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

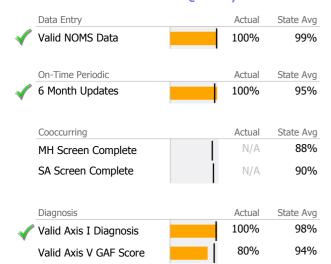
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	-	1	-100%	•
Discharges	-	-		
Bed Days	460	413	11%	•

Data Submission Quality



Data Submitted to DMHAS by Month

2 0.00	_	Jul	Aug	Sep	% Months Submitted	
Admissions					0%	
Discharges					0%	
		1 or mo	re Record	ls Sub	mitted to DMHAS	

Discharge Outcomes

< 90%

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	80%	92%	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%	91%	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%	80%	20%	_
√	Stable Living Situation		5	100%	90%	98%	10%	
	Improved/Maintained Axis V GAF Score		0	0%	95%	62%	-95%	-
	Bed Utilization							
	12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
√	Avg Utilization Rate	4 1,844 days	0.8	125%	90%	95%	35%	_



90-110%

>110%

^{*} State Avg based on 24 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 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	72	-22%	\blacksquare
Admits	3	9	-67%	•
Discharges	4	2	100%	•
Service Hours	1,854	1,726	7%	

Recovery National Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
1	Employed		28	50%	35%	43%	15% 🔺
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
1	Clients Receiving Services		51	98%	90%	92%	8%

Data Submission Quality

	Data Entry	A	Actual	State Avg
	Valid NOMS Data		92%	97%
	On-Time Periodic	A	Actual	State Avg
\checkmark	6 Month Updates		98%	88%

Data Submitted to DMHAS by Month Submitted Month Submitted





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

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 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	92	92	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	re Recor	ds Subr	mitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	73%	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	
1	Social Support		1	100%	60%	85%	40%	_
1	Stable Living Situation		1	100%	95%	97%	5%	
	Employed		0	0%	25%	7%	-25%	-
	Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95%	7
	Bed Utilization							
	12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
1	Avg Utilization Rate	1 822 days	1.0	100%	90%	91%	10%	
	< 90% 90-110%	>110%						



^{*} State Avg based on 74 Active Supervised Apartments Programs