Easter Seal Goodwill Ind. Rehab. Center Inc.
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	148	147	1%
	Admits	49	45	9%
	Discharges	63	58	9%
	Service Hours	2,498	3,490	-28% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	148	100.0%

Consumer Satisfaction Survey (Based on 50 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		96%	80%	88%
✓	General Satisfaction		94%	80%	92%
✓	Overall		94%	80%	91%
✓	Quality and Appropriateness		92%	80%	93%
✓	Participation in Treatment		90%	80%	92%
✓	Respect		89%	80%	91%
✓	Outcome		83%	80%	83%
●	Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	12%	14%
26-34	35	24%	24%
35-44	31	21%	20%
45-54	31	21%	22%
55-64	30	20%	16%
65+	3	2%	5%

Gender	#	%	State Avg
Male	93	63%	60%
Female	54	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	129	87% ▲	74%
Hisp-Puerto Rican	14	9%	12%
Hispanic-Other	4	3%	7%
Unknown	1	1%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	68	46% ▼	65%
Black/African American	62	42% ▲	17%
Other	8	5%	13%
Multiple Races	7	5%	1%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	1%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

IDEA-Work Services New Haven 906-270
Easter Seal Goodwill Ind. Rehab. Center Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	117	-1%
Admits	37	36	3%
Discharges	53	48	10%
Service Hours	1,941	2,842	-32%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		42	35%	35%	42%	0%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		67	99%	90%	95%	9%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	97%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 40 Active Employment Services Programs

SHP-Work Services New Haven 906-271
Easter Seal Goodwill Ind. Rehab. Center Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	30	7%	
Admits	12	9	33%	▲
Discharges	10	10	0%	
Service Hours	557	648	-14%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		15	45%	35%	42%	10%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		22	96%	90%	95%	6%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■		■	■	■	■	78%
Discharges	■			■	■	■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 40 Active Employment Services Programs

TIC - Urban Initiative 323
Easter Seal Goodwill Ind. Rehab. Center Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 40 Active Outreach & Engagement Programs