**Goodwill of Western and Northern CT Inc.**
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 76 | 67 | 13% | ▲ |
| | Admits | 8 | 3 | 167% | ▲ |
| | Discharges | 14 | 4 | 250% | ▲ |
| | Service Hours | 1,293 | 1,854 | -30% | ▼ |
| | Bed Days | 1,137 | 1,196 | -5% | |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Employment Services | 60 | 78.9% |
| | Residential Services | 13 | 17.1% |
| | Consultation | 3 | 3.9% |

## Consumer Satisfaction Survey   (Based on 12 FY17 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Quality and Appropriateness | | 100% | 80% | 93% |
| ✓ | Access | | 100% | 80% | 88% |
| ✓ | Participation in Treatment | | 91% | 80% | 92% |
| ✓ | General Satisfaction | | 83% | 80% | 92% |
| ✓ | Overall | | 83% | 80% | 91% |

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

## Client Demographics

### Age

| | # | % | State Avg |
|---|---|---|---|
| 18-25 | 1 | 1% | 11% |
| 26-34 | 15 | 20% | 22% |
| 35-44 | 19 | 25% | 19% |
| 45-54 | 19 | 25% | 22% |
| 55-64 | 15 | 20% | 19% |
| 65+ | 7 | 9% | 6% |

### Gender

| | # | % | State Avg |
|---|---|---|---|
| Male | 44 | 58% | 58% |
| Female | 32 | 42% | 41% |
| Transgender | | | 0% |

### Ethnicity

| | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 58 | 76% | 74% |
| Hispanic-Other | 8 | 11% | 7% |
| Hisp-Puerto Rican | 7 | 9% | 13% |
| Unknown | 2 | 3% | 6% |
| Hispanic-Mexican | 1 | 1% | 1% |
| Hispanic-Cuban | | | 0% |

### Race

| | # | % | | State Avg |
|---|---|---|---|---|
| Black/African American | 29 | 38% | ▲ | 16% |
| White/Caucasian | 27 | 36% | ▼ | 65% |
| Other | 15 | 20% | | 13% |
| Asian | 2 | 3% | | 1% |
| Multiple Races | 1 | 1% | | 1% |
| Hawaiian/Other Pacific Islander | 1 | 1% | | 0% |
| Unknown | 1 | 1% | | 3% |
| Am. Indian/Native Alaskan | | | | 1% |

Legend: 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 5 | 5 | 0% |
| Admits | - | - | |
| Discharges | 1 | - | |
| Bed Days | 400 | 460 | -13% ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 81% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 85% |
| SA Screen Complete | | N/A | 83% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 99% |
| Valid Axis V GAF Score | | 40% | 96% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 33% |

1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Treatment Completed Successfully | | 1 | 100% | 60% | 77% | 40% ▲ |
| ✔ | Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 80% | 10% |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Stable Living Situation | | 5 | 100% | 95% | 98% | 5% |
| ✔ | Social Support | | 3 | 60% | 60% | 85% | 0% |
| 🔴 | Employed | | 0 | 0% | 25% | 6% | -25% ▼ |
| 🔴 | Improved/Maintained Axis V GAF Score | | 0 | 0% | 95% | 66% | -95% ▼ |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| ✔ | Avg Utilization Rate | | 4 | 1,478 days | 0.8 | 109% | 90% | 95% | 19% ▲ |

| | | |
|---|---|---|
| < 90% | 90-110% | >110% |

▲ > 10% Over    ▼ < 10% Under

Actual  |  Goal  ✔ Goal Met  🔴 Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

**ABI Consultation Services**
Goodwill of Western and Northern CT Inc.
Mental Health - Consultation - Consultation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 3 | | |
| Admits | 2 | - | |
| Discharges | - | - | |
| Service Hours | 3 | - | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | ▓ | | 33% |
| Discharges | | | | 0% |
| Services | | ▓ | ▓ | 67% |

▓ 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

**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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

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

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 80% | 90% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 100% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 84% | N/A |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 90% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 82% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 90% |
| SA Screen Complete | | N/A | 90% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 100% |
| ✓ Valid Axis V GAF Score | | 100% | 99% |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 2 | 100% | 90% | 99% | 10% |
| 🔴 Social Support | | 1 | 50% | 60% | 85% | -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 | | 2 | 2,630 days | 1.0 | 100% | 90% | 96% | 10% |

| | < 90% | 90-110% | >110% |
|---|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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

**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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 6 | 5 | 20% | ▲ |
| Admits | 1 | - | | |
| Discharges | 1 | - | | |
| Bed Days | 461 | 460 | 0% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 0 | 0% | 80% | 90% | -80% | ▼ |
| ✓ | No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 100% | 15% | ▲ |
| | Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 84% | N/A | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 82% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 0% | 90% |
| SA Screen Complete | | 0% | 90% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 100% |
| Valid Axis V GAF Score | | 83% | 99% |

## Recovery

National Recovery Measures (NOMS)

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 6 | 100% | 90% | 99% | 10% | |
| ✓ | Social Support | | 4 | 67% | 60% | 85% | 7% | |
| 🔴 | Improved/Maintained Axis V GAF Score | | 1 | 20% | 95% | 62% | -75% | ▼ |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| ✓ | Avg Utilization Rate | | 5 | 1,979 days | 0.8 | 100% | 90% | 96% | 10% |

| | < 90% | | 90-110% | | >110% |
|---|---|---|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | ■ | | 33% |
| Discharges | | ■ | | 33% |

■ 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

**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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---------|--------|----------|------------|---|
| Unique Clients | 60 | 56 | 7% | |
| Admits | 5 | 3 | 67% | ▲ |
| Discharges | 12 | 4 | 200% | ▲ |
| Service Hours | 1,290 | 1,854 | -30% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Employed | | 22 | 37% | 35% | 44% | 2% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 48 | 100% | 90% | 94% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 93% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 97% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 41 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 2017 - September 2017  (Data as of Dec 13, 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% | 81% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 85% |
| SA Screen Complete | | N/A | 83% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 99% |
| ✓ Valid Axis V GAF Score | | 100% | 96% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 60% | 77% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 80% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Employed | | 0 | 0% | 25% | 6% | -25% ▼ |
| 🔴 Social Support | | 0 | 0% | 60% | 85% | -60% ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 0 | 0% | 95% | 66% | -95% ▼ |
| 🔴 Stable Living Situation | | 0 | 0% | 95% | 98% | -95% ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✓ Avg Utilization Rate | | 1 | 1,187 days | 1.0 | 100% | 90% | 95% | 10% |

| | < 90% | | 90-110% | | >110% |
|---|---|---|---|---|---|

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| 🟧 Actual | ❘ Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 70 Active Supervised Apartments Programs