Goodwill of Western and Northern CT Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	79	75	5%	
	Admits	11	11	0%	
	Discharges	20	11	82%	▲
	Service Hours	2,667	3,429	-22%	▼
	Bed Days	2,241	2,392	-6%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	63	79.7%
	Residential Services	13	16.5%
	Consultation	3	3.8%

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%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	1	1%	▼	12%
26-34	15	19%		23%
35-44	21	27%		20%
45-54	19	24%		22%
55-64	15	19%		18%
65+	8	10%		6%

Gender

Gender	#	%	State Avg
Male	46	58%	59%
Female	33	42%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	60	76%	74%
Hispanic-Other	9	11%	7%
Hisp-Puerto Rican	7	9%	13%
Unknown	2	3%	6%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race

Race	#	%		State Avg
Black/African American	31	39%	▲	16%
White/Caucasian	27	34%	▼	65%
Other	16	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%

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 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	1	-	
Bed Days	768	920	-17% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		1	100%	60%	72%	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%	96%	5%
✔	Social Support		3	60%	60%	85%	0%
🔴	Employed		0	0%	25%	8%	-25% ▼
🔴	Improved/Maintained Axis V GAF Score		0	0%	95%	64%	-95% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	75%

Cooccurring		Actual	State Avg
	MH Screen Complete	N/A	87%
	SA Screen Complete	N/A	85%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
	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	1,602 days	0.4	104%	90%	94%	14% ▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 63 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 - December 2017 (Data as of Mar 21, 2018)

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	Oct	Nov	Dec	% Months Submitted
Admissions		▨					17%
Discharges							0%
Services		▨	▨				33%

▨ 1 or more Records Submitted to DMHAS
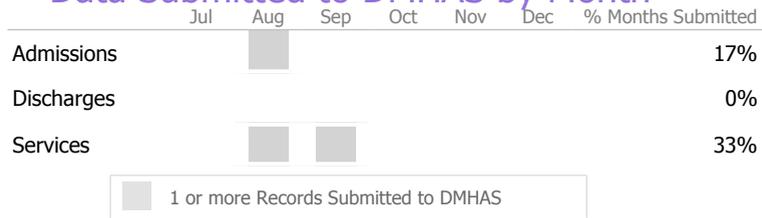
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 9 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 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	76%

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%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	80%	89%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	N/A

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%	82%	-10%
🔴 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		2	2,722 days	0.5	100%	90%	96%	10%

	< 90%		90-110%		>110%

▲ > 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 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	921	920	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	80%	89%	-80%	▼
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	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%	76%

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%	82%	7%	
🔴 Improved/Maintained Axis V GAF Score		1	20%	95%	66%	-75%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,039 days	0.5	100%	90%	96%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▓					17%
Discharges		▓					17%

▓ 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 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	64	-2%	
Admits	8	11	-27%	▼
Discharges	18	11	64%	▲
Service Hours	2,664	3,429	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		21	33%	35%	45%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		46	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS
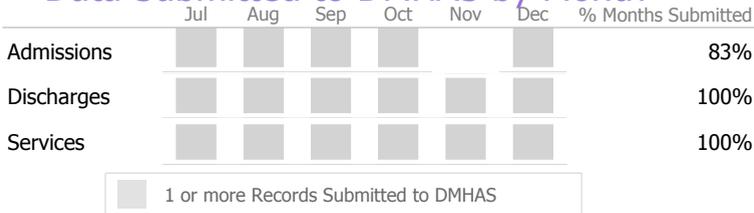
▲ > 10% Over   ▼ < 10% Under

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 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	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%	75%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	87%
SA Screen Complete		N/A	85%

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	Oct	Nov	Dec	% 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%	72%	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%	8%	-25% ▼
🔴 Social Support		0	0%	60%	85%	-60% ▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	64%	-95% ▼
🔴 Stable Living Situation		0	0%	95%	96%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		1	1,279 days	0.5	100%	90%	94%	10%

< 90%	90-110%	>110%

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 63 Active Supervised Apartments Programs