Goodwill of Western and Northern CT Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - December 2018   (Data as of Mar 20, 2019)
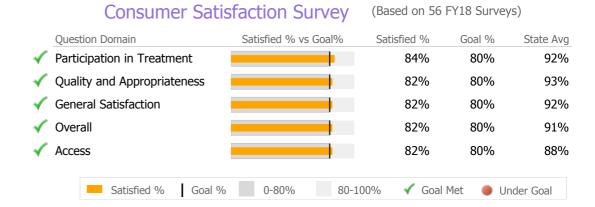
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	80	79	1%	
	Admits	15	11	36%	▲
	Discharges	12	23	-48%	▼
	Service Hours	2,775	2,667	4%	
	Bed Days	2,421	2,241	8%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	66	82.5%
	Residential Services	14	17.5%

Consumer Satisfaction Survey   (Based on 56 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		84%	80%	92%
✓	Quality and Appropriateness		82%	80%	93%
✓	General Satisfaction		82%	80%	92%
✓	Overall		82%	80%	91%
✓	Access		82%	80%	88%

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

Client Demographics

Age

	#	%	State Avg
18-25	2	3%	11%
26-34	15	19%	23%
35-44	23	29%	21%
45-54	19	24%	21%
55-64	16	20%	18%
65+	5	6%	6%

Gender

	#	%	State Avg
Male	51	64%	59%
Female	29	36%	41%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	61	76%	71%
Hisp-Puerto Rican	9	11%	13%
Hispanic-Other	7	9%	7%
Unknown	3	4%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

	#	%		State Avg
Black/African American	37	46%	▲	16%
White/Caucasian	22	28%	▼	63%
Other	17	21%		13%
Asian	1	1%		1%
Multiple Races	1	1%		1%
Hawaiian/Other Pacific Islander	1	1%		0%
Unknown	1	1%		5%
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 2018 - December 2018 (Data as of Mar 20, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Bed Days	736	768	-4%	

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	89%
SA Screen Complete		N/A	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		50%	94%

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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		4	100%	95%	95%	5%	
🔴 Social Support		2	50%	60%	83%	-10%	
🔴 Employed		0	0%	25%	12%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	63%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		4	2,019 days	0.5	100%	90%	95%	10%

< 90%	90-110%	>110%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 62 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 2018 - December 2018 (Data as of Mar 20, 2019)

Program Activity

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

Discharge Outcomes

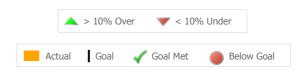|	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	85%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	87%
SA Screen Complete		N/A	94%

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

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%	81%	-10%
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		2	3,088 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							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 2018 - December 2018 (Data as of Mar 20, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	1	0%	
Discharges	-	1	-100%	▼
Bed Days	1,133	921	23%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	87%
SA Screen Complete		N/A	94%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		86%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▢	17%
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%	85%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	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	
✓ Social Support		5	71%	60%	81%	11%	▲
🔴 Stable Living Situation		6	86%	90%	99%	-4%	
🔴 Improved/Maintained Axis V GAF Score		1	17%	95%	69%	-78%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		5	1,985 days	0.4	123%	90%	96%	33%	▲

< 90%	90-110%	>110%

▲ > 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 2018 - December 2018 (Data as of Mar 20, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	63	5%	
Admits	14	8	75%	▲
Discharges	12	18	-33%	▼
Service Hours	2,775	2,664	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		29	44%	35%	45%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2018 - December 2018 (Data as of Mar 20, 2019)

Program Activity

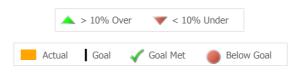| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	81%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	89%
SA Screen Complete		N/A	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	94%

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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		1	100%	60%	83%	40%	▲
✔ Stable Living Situation		1	100%	95%	95%	5%	
● Employed		0	0%	25%	12%	-25%	▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	63%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		1	1,644 days	0.5	100%	90%	95%	10%

☐ < 90%	☐ 90-110%	☐ >110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs