Goodwill of Western and Northern CT Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	133	142	-6%
	Admits	51	28	82% ▲
	Discharges	64	56	14% ▲
	Service Hours	6,067	6,672	-9%
	Bed Days	3,566	3,208	11% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	121	91.0%
	Residential Services	12	9.0%

Consumer Satisfaction Survey   (Based on 107 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		98%	80%	93%
✔	Participation in Treatment		96%	80%	92%
✔	Overall		95%	80%	91%
✔	Respect		95%	80%	91%
✔	General Satisfaction		94%	80%	92%
✔	Access		91%	80%	88%
✔	Outcome		89%	80%	83%
✔	Recovery		86%	80%	79%

Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✔ Goal Met ⬤ Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		9	7%	16%
26-34		34	26%	24%
35-44		36	27%	19%
45-54		27	20%	23%
55-64		20	15%	14%
65+		7	5%	4%

Gender

		#	%	State Avg
Male		83	62%	60%
Female		50	38%	40%

Race

		#	%		State Avg
Black/African American		57	43%	▲	17%
White/Caucasian		42	32%	▼	66%
Other		27	20%		13%
Asian		3	2%		1%
Unknown		2	2%		3%
Multiple Races		1	1%		1%
Hawaiian/Other Pacific Islander		1	1%		0%
Am. Indian/Native Alaskan					1%

Ethnicity

		#	%	State Avg
Non-Hispanic		97	73%	75%
Hispanic-Other		16	12%	6%
Hisp-Puerto Rican		13	10%	12%
Unknown		4	3%	6%
Hispanic-Cuban		2	2%	0%
Hispanic-Mexican		1	1%	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 2014 - June 2015   (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	3	100%	▲
Admits	3	-		
Discharges	1	-		
Bed Days	1,376	1,095	26%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		1	100%	60%	71%	40%	▲
✔ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		4	67%	60%	83%	7%	
● Employed		0	0%	25%	9%	-25%	▼
● Stable Living Situation		4	67%	95%	96%	-28%	▼
● Improved/Maintained Axis V GAF Score		1	20%	95%	72%	-75%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		75%	97%

Cooccurring		Actual	State Avg
MH Screen Complete		50%	64%
SA Screen Complete		25%	63%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		50%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		3	879 days	0.2	126%	90%	92%	36%	▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪			▪				▪			25%
Discharges			▪										8%

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	730	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	94%
SA Screen Complete		N/A	93%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	96%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		2	100%	60%	77%	40% ▲
✔ Stable Living Situation		2	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		0	0%	95%	67%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		2	1,808 days	0.3	100%	90%	96%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,460	1,383	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	94%
SA Screen Complete		N/A	93%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		75%	96%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		4	100%	60%	77%	40% ▲
✔ Stable Living Situation		4	100%	90%	98%	10%
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	67%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		4	1,744 days	0.3	100%	90%	96%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	130	-7%	
Admits	48	27	78%	▲
Discharges	63	53	19%	▲
Service Hours	6,067	6,672	-9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		36	29%	35%	39%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		69	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		88%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■		■	92%
Services	■	■		■	■	■	■	■	■	■	■	■	92%

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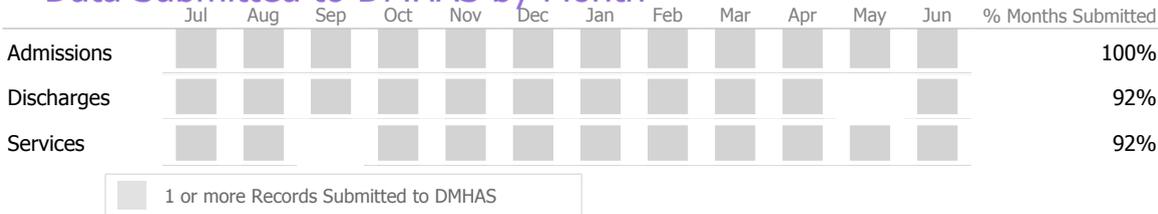
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs