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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	167	148	13%	▲
	Admits	93	49	90%	▲
	Discharges	58	63	-8%	
	Service Hours	1,977	2,498	-21%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	167	98.2%
	Case Management	3	1.8%

Consumer Satisfaction Survey (Based on 76 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		92%	80%	91%
✓ Recovery		84%	80%	79%
✓ Outcome		84%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	13	8%	13%
26-34	42	25%	24%
35-44	42	25%	20%
45-54	36	22%	21%
55-64	31	19%	17%
65+	2	1%	5%

Gender	#	%	State Avg
Male	112	68%	60%
Female	53	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	138	83%	73%
Hisp-Puerto Rican	22	13%	12%
Hispanic-Other	5	3%	7%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	7%
Hispanic-Cuban			0%

Race	#	%		State Avg
Black/African American	73	44%	▲	16%
White/Caucasian	66	40%	▼	64%
Other	17	10%		13%
Multiple Races	10	6%		1%
Asian	1	1%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				4%

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

CJI Supportive Employment Program
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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46		
Admits	46	-	
Discharges	8	-	
Service Hours	345	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		10	22%	35%	43%	-13%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	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										44%
Services										89%

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

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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	116	-18%	▼
Admits	35	37	-5%	
Discharges	35	53	-34%	▼
Service Hours	1,131	1,941	-42%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		35	36%	35%	43%	1%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		62	98%	90%	96%	8%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	98%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	98%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	32	-9%	
Admits	9	12	-25%	▼
Discharges	12	10	20%	▲
Service Hours	500	557	-10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		13	45%	35%	43%	10%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

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	■	■		■		■	■		■	67%
Discharges		■	■	■					■	44%
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

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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

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

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	94%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										33%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs