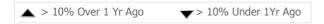**Goodwill of Southern New England**
New Haven, CT

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	149	109	37%	▲
	Admits	23	30	-23%	▼
	Discharges	20	25	-20%	▼
	Service Hours	630	648	-3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		149	100.0%

Consumer Satisfaction Survey   (Based on 61 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		98%	80%	92%
✓	General Satisfaction		97%	80%	92%
✓	Quality and Appropriateness		95%	80%	93%
✓	Overall		93%	80%	91%
✓	Access		93%	80%	88%
✓	Outcome		91%	80%	83%
✓	Respect		89%	80%	91%
✓	Recovery		88%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	14	9%	10%
26-34	34	23%	22%
35-44	41	28%	20%
45-54	35	23%	21%
55-64	22	15%	19%
65+	3	2%	7%

Gender

	#	%	State Avg
Male	100	68%	58%
Female	48	32%	41%
Transgender			0%

Race

	#	%		State Avg
Black/African American	67	45%	▲	16%
White/Caucasian	56	38%	▼	63%
Other	13	9%		13%
Multiple Races	12	8%		1%
Asian	1	1%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				5%

Ethnicity

	#	%		State Avg
Non-Hispanic	123	83%	▲	71%
Hisp-Puerto Rican	21	14%		13%
Hispanic-Other	2	1%		7%
Unknown	2	1%		8%
Hispanic-Mexican	1	1%		1%
Hispanic-Cuban				0%

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

CJI Supportive Employment Program
Goodwill of Southern New England
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	6	717%	▲
Admits	9	6	50%	▲
Discharges	7	-		
Service Hours	120	23		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		16	33%	35%	44%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		28	67%	90%	93%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		75%	91%

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

IDEA-Work Services New Haven 906-270
Goodwill of Southern New England
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	79	-3%	
Admits	11	17	-35%	▼
Discharges	10	15	-33%	▼
Service Hours	385	440	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Employed		29	38%	35%	44%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		61	90%	90%	93%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		83%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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
Goodwill of Southern New England
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	25	-4%	
Admits	3	5	-40%	▼
Discharges	3	8	-63%	▼
Service Hours	126	185	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		9	38%	35%	44%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		18	86%	90%	93%	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
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
Goodwill of Southern New England
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
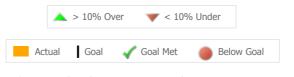Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	2		▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	-		

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 39 Active Outreach & Engagement Programs