

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	90	116	-22%	▼
	Admits	15	31	-52%	▼
	Discharges	8	42	-81%	▼
	Service Hours	3,533	2,932	21%	▲
	Bed Days	2,345	1,837	28%	▲

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

Consumer Satisfaction Survey (Based on 106 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		99%	80%	88%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		90%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	77	85.6%
	Residential Services	13	14.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	8%	13%	Male	57	63%	59%
26-34	22	24%	23%	Female	33	37%	41%
35-44	21	23%	19%	Transgender			0%
45-54	26	29%	23%				
55-64	9	10%	16%				
65+	5	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	67	74%	75%	Black/African American	38	42%	▲ 17%
Hispanic-Other	9	10%	6%	White/Caucasian	29	32%	▼ 65%
Hisp-Puerto Rican	9	10%	12%	Other	17	19%	13%
Unknown	3	3%	6%	Asian	3	3%	1%
Hispanic-Cuban	1	1%	0%	Multiple Races	1	1%	1%
Hispanic-Mexican	1	1%	1%	Hawaiian/Other Pacific Islander	1	1%	0%
				Unknown	1	1%	3%
				Am. Indian/Native Alaskan			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	920	580	59% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	61%	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
✓ Social Support		4	80%	60%	88%	20% ▲
✓ Stable Living Situation		5	100%	95%	98%	5%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	70%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		96%

Cooccurring	Actual	State Avg
MH Screen Complete		81%
SA Screen Complete		80%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	817 days	0.3	167%	90%	92%	77% ▲

■ < 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 72 Active Supervised Apartments Programs

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%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	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		99%
On-Time Periodic		
6 Month Updates		91%
Cooccurring		
MH Screen Complete		91%
SA Screen Complete		91%
Diagnosis		
Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		95%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	76%	40% ▲
Stable Living Situation		2	100%	90%	97%	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	1,992 days	0.5	100%	90%	98%	10%



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



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	-	
Discharges	-	-	
Bed Days	873	736	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	91%
Cooccurring		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	80%	95%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	80%	90%	97%	-10%
Social Support		2	40%	60%	76%	-20% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,619 days	0.4	119%	90%	98%	29% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
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

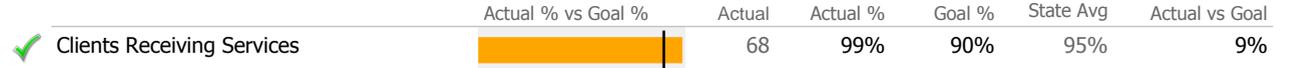
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	104	-26% ▼
Admits	14	28	-50% ▼
Discharges	8	41	-80% ▼
Service Hours	3,533	2,932	21% ▲

Recovery



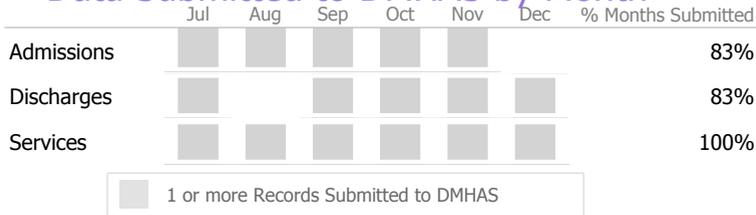
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	184	153	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	81%
SA Screen Complete	N/A	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	61%	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%	9%	-25% ▼
Social Support		0	0%	60%	88%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	70%	-95% ▼
Stable Living Situation		0	0%	95%	98%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	548 days	0.5	100%	90%	92%	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 72 Active Supervised Apartments Programs