

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	82	97	-15%	▼
	Admits	9	12	-25%	▼
	Discharges	2	31	-94%	▼
	Service Hours	1,726	1,459	18%	▲
	Bed Days	1,012	828	22%	▲

▲ > 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	71	86.6%
	Residential Services	11	13.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	7%	13%	Male	52	63%	58%
26-34	19	23%	22%	Female	30	37%	42%
35-44	20	24%	19%				
45-54	23	28%	24%				
55-64	9	11%	17%				
65+	5	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	61	74%	75%	Black/African American	34	41%	▲ 16%
Hispanic-Other	8	10%	6%	White/Caucasian	27	33%	▼ 66%
Hisp-Puerto Rican	8	10%	12%	Other	15	18%	13%
Unknown	3	4%	5%	Asian	3	4%	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

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	460	276	67% ▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	40%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Stable Living Situation		5	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● 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		3	725 days	0.6	167%	90%	91%	77% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	93%
Cooccurring		
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	97%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
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	80%	74%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	75%	40% ▲
Stable Living Situation		2	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	64%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	1,900 days	1.0	100%	90%	97%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

* State Avg based on 24 Active Group Home Programs

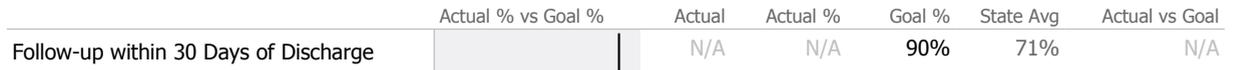
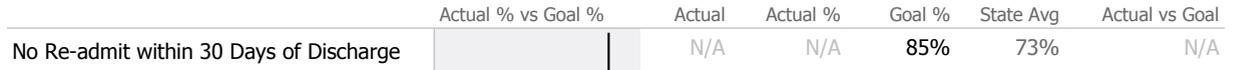
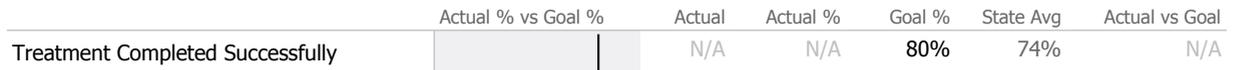
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

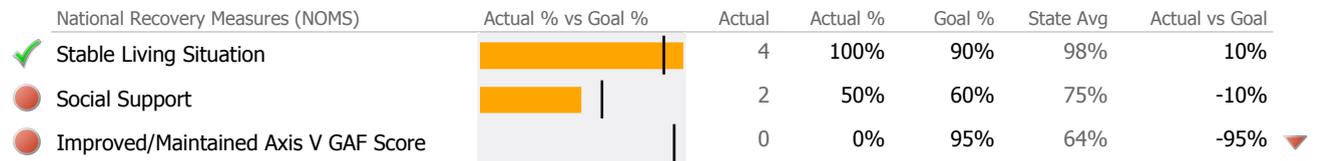
Data Submission Quality



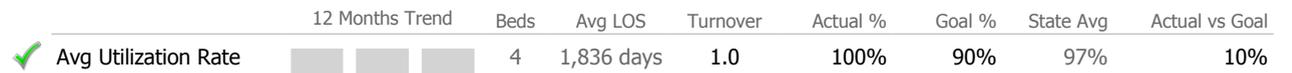
Discharge Outcomes



Recovery



Bed Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

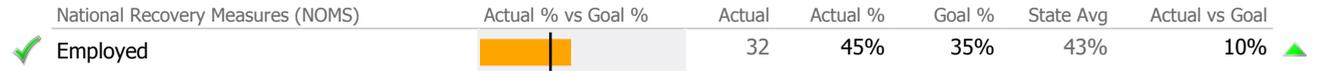


* State Avg based on 24 Active Group Home Programs

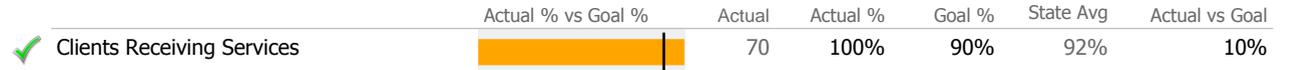
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	87	-18% ▼
Admits	9	11	-18% ▼
Discharges	2	30	-93% ▼
Service Hours	1,726	1,459	18% ▲

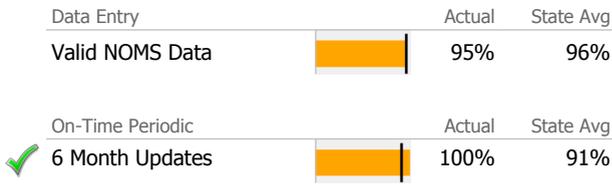
Recovery



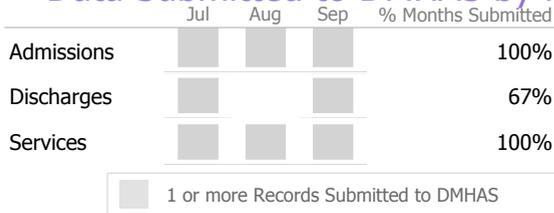
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 40 Active Employment Services Programs