

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	75	89	-16%	▼
	Admits	11	15	-27%	▼
	Discharges	11	8	38%	▲
	Service Hours	3,429	3,533	-3%	
	Bed Days	2,392	2,345	2%	

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

Consumer Satisfaction Survey (Based on 75 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		97%	80%	91%
✓ Recovery		95%	80%	79%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		91%	80%	83%
✓ Participation in Treatment		89%	80%	92%

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	64	84.2%
	Residential Services	12	15.8%

Client Demographics

Age	#	%	State Avg
18-25	2	3%	13%
26-34	19	25%	23%
35-44	17	23%	19%
45-54	19	25%	22%
55-64	13	17%	17%
65+	5	7%	5%

Gender	#	%	State Avg
Male	46	61%	59%
Female	29	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	58	77%	74%
Hispanic-Other	7	9%	7%
Hisp-Puerto Rican	6	8%	12%
Hispanic-Mexican	2	3%	1%
Unknown	2	3%	6%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	31	41%	▲ 16%
White/Caucasian	25	33%	▼ 65%
Other	13	17%	13%
Asian	3	4%	1%
Multiple Races	2	3%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	920	920	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	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%	78%	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%	7%	-25%
Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,183 days	0.4	125%	90%	93%	35%

■ < 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 73 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
On-Time Periodic		
6 Month Updates	50%	98%
Cooccurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	81%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	81%	40% ▲
✓ Stable Living Situation		2	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	2,358 days	1.3	40%	90%	94%	-50% ▼



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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	920	873	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	98%
Cooccurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	80%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	81%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	81%	20% ▲
Stable Living Situation		5	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,936 days	0.4	125%	90%	94%	35% ▲



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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	77	-17% ▼
Admits	11	14	-21% ▼
Discharges	11	8	38% ▲
Service Hours	3,429	3,533	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	42%	35%	44%	7%

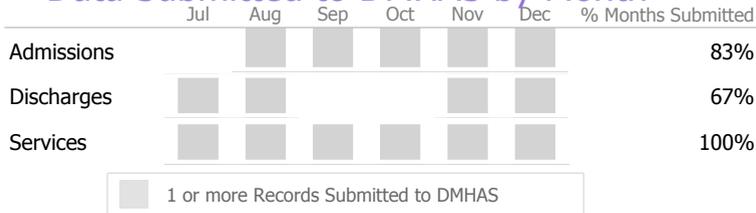
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	86%	40% ▲
✓ Stable Living Situation		1	100%	95%	97%	5%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	914 days	0.5	100%	90%	93%	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 73 Active Supervised Apartments Programs