

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	87	87	0%
	Admits	24	19	26% ▲
	Discharges	22	30	-27% ▼
	Service Hours	4,205	4,096	3%
	Bed Days	3,638	3,353	8%

### Consumer Satisfaction Survey

(Based on 56 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		84%	80%	92%
✓ Quality and Appropriateness		82%	80%	93%
✓ General Satisfaction		82%	80%	92%
✓ Overall		82%	80%	91%
✓ Access		82%	80%	88%

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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	72	82.8%
	Residential Services	15	17.2%

### Client Demographics

Age	#	%	State Avg
18-25	3	3%	12%
26-34	20	23%	24%
35-44	24	28%	21%
45-54	19	22%	20%
55-64	16	18%	17%
65+	5	6%	6%

Gender	#	%	State Avg
Male	56	64%	60%
Female	31	36%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	67	77%	71%
Hisp-Puerto Rican	10	11%	13%
Hispanic-Other	7	8%	7%
Unknown	3	3%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	41	47%	▲ 16%
White/Caucasian	24	28%	▼ 63%
Other	18	21%	14%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%

■ 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 2018 - March 2019 (Data as of Jun 19, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	1,127	1,128	0%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	95%	96%	5%
● Social Support		2	40%	60%	82%	-20% ▼
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		84%

Cooccurring	Actual	State Avg
MH Screen Complete		87%
SA Screen Complete		86%

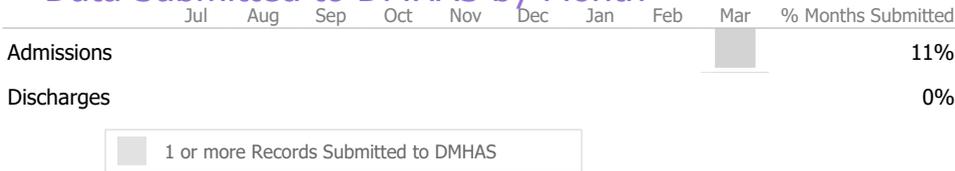
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
Valid Axis V GAF Score		94%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	2,053 days	0.3	103%	90%	94%	13% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

## Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	548	548	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	84%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	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		2	3,178 days	0.3	100%	90%	95%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	7	7	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	1,689	1,403	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	86%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	84%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	85%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	81%	26% ▲
✓ Stable Living Situation		7	100%	90%	99%	10%
○ Improved/Maintained Axis V GAF Score		1	17%	95%	69%	-78% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,003 days	0.3	123%	90%	95%	33% ▲

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						■				11%
Discharges							■			11%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over   ▼ < 10% Under

Legend: ■ 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	72	70	3%
Admits	22	15	47% ▲
Discharges	21	25	-16% ▼
Service Hours	4,205	4,094	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		30	41%	35%	42%	6%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	100%	90%	97%	10%

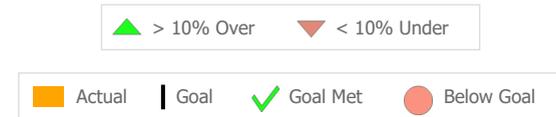
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### 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



\* State Avg based on 43 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	274	274	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
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%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	82%	40% ▲
✓ Stable Living Situation		1	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	1,734 days	1.0	33%	90%	94%	-57% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs