

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	103	105	-2%
	Admits	10	18	-44% ▼
	Discharges	15	19	-21% ▼
	Service Hours	1,022	856	19% ▲
	Bed Days	7,744	8,042	-4%

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

### Consumer Satisfaction Survey

(Based on 76 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		93%	80%	91%
✓ Respect		91%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		89%	80%	88%
✓ General Satisfaction		86%	80%	92%
● Outcome		79%	80%	83%
● Recovery		69%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Community Support	40	38.1%
	Case Management	29	27.6%
	Residential Services	16	15.2%
<b>Addiction</b>	Residential Services	16	15.2%
<b>Forensic MH</b>	Crisis Services	4	3.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	10%	Male	55	53%	59%
26-34	13	13%	22%	Female	48	47%	41%
35-44	16	16%	23%	Transgender			0%
45-54	20	19%	19%				
55-64	39	38% ▲	19%				
65+	14	14%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	78	76%	68%	Black/African American	52	50% ▲	17%
Hisp-Puerto Rican	15	15%	11%	White/Caucasian	46	45% ▼	62%
Hispanic-Other	7	7%	8%	Asian	2	2%	1%
Hispanic-Mexican	2	2%	1%	Other	2	2% ▼	13%
Unknown	1	1% ▼	12%	Multiple Races	1	1%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			0%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

## Atlantic Park Apts 120-260

Inspirica Inc. (formerly St Luke's LifeWorks)

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	66	158	-59% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	95%	15% ▲

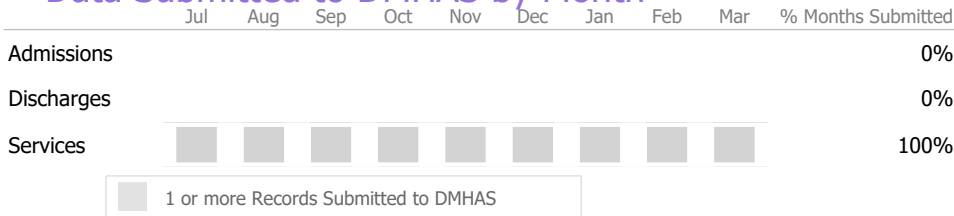
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	96%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	-	1	-100% ▼
Discharges	2	2	0%
Service Hours	86	73	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	95%	15% ▲

### Service Utilization

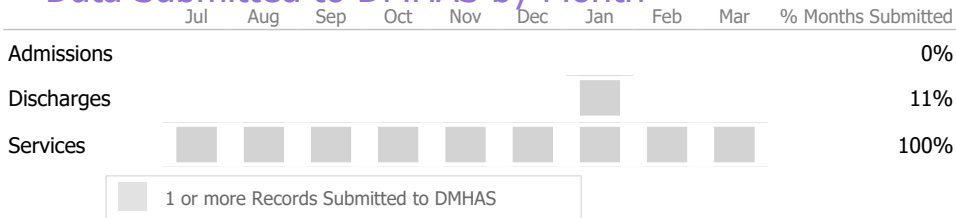
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	96%	2%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	3	6	-50% ▼
Discharges	4	6	-33% ▼
Service Hours	871	624	39% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	57%	-15% ▼

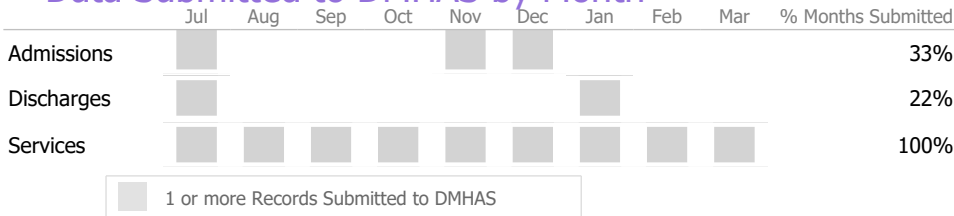
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	88%	60%	80%	28% ▲
Stable Living Situation		39	98%	80%	87%	18% ▲
Employed		4	10%	20%	14%	-10% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	3	5	-40% ▼
Discharges	4	5	-20% ▼
Bed Days	3,412	3,453	-1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	60%	72%	15% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	79%	-57% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	95%	95%	5%
● Social Support		9	56%	60%	85%	-4%
● Employed		0	0%	25%	12%	-25% ▼

### Data Submission Quality

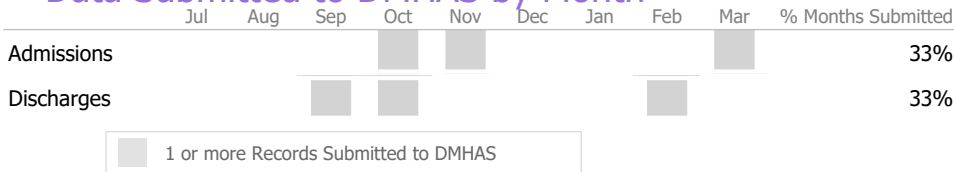
Data Entry	Actual	State Avg
✓ Valid NOMS Data		78%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		98%
✓ SA Screen Complete		88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,277 days	0.3	96%	90%	92%	6%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	2	2	0%
Discharges	2	3	-33% ▼
Bed Days	419	542	-23% ▼

### Discharge Outcomes

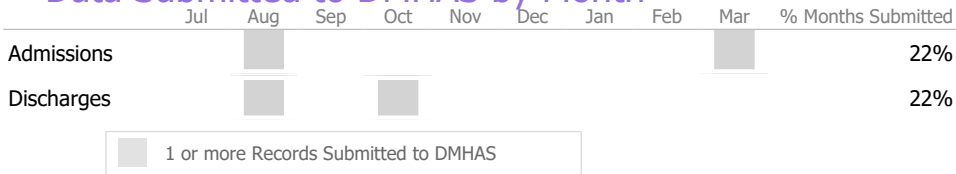
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	77%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	286 days	0.4	51%	90%	65%	-39% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 7 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	2	2	0%
Discharges	3	2	50% ▲
Bed Days	3,913	4,047	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	80%

### Discharge Outcomes

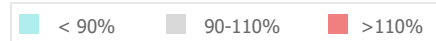
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully		1	33%	85%	31%	-52% ▼
<span style="color: green;">✓</span> Follow-up within 30 Days of Discharge		1	100%	90%	40%	10%

### Recovery

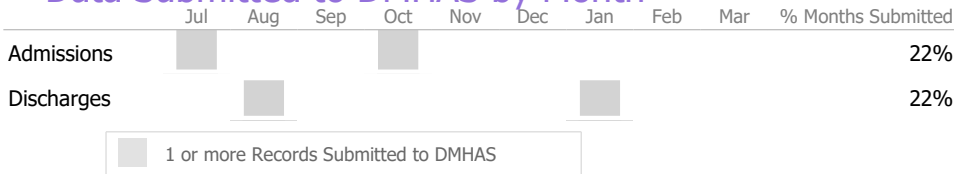
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Self Help		14	88%	60%	57%	28% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Avg Utilization Rate		15	1,148 days	0.3	95%	90%	83%	5%



### Data Submitted to DMHAS by Month



\* State Avg based on 3 Active AIDS Residential Programs