Inspirica Inc. (formerly St Luke's LifeWorks)
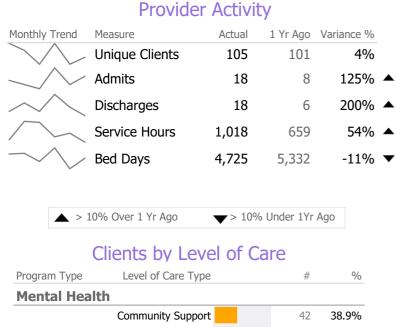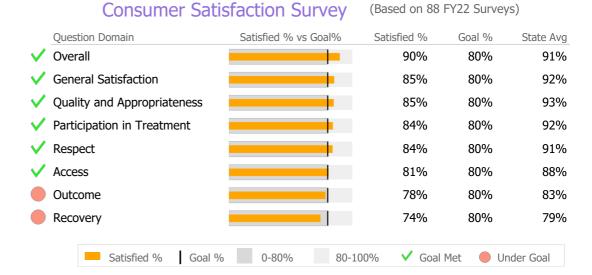Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - December 2022   (Data as of Mar 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	105	101	4%	
	Admits	18	8	125%	▲
	Discharges	18	6	200%	▲
	Service Hours	1,018	659	54%	▲
	Bed Days	4,725	5,332	-11%	▼

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Community Support	42	38.9%
Case Management	27	25.0%
Residential Services	17	15.7%
Addiction		
Residential Services	17	15.7%
Forensic MH		
Crisis Services	5	4.6%

Consumer Satisfaction Survey   (Based on 88 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		90%	80%	91%
✓	General Satisfaction		85%	80%	92%
✓	Quality and Appropriateness		85%	80%	93%
✓	Participation in Treatment		84%	80%	92%
✓	Respect		84%	80%	91%
✓	Access		81%	80%	88%
●	Outcome		78%	80%	83%
●	Recovery		74%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	1	1%	9%
26-34	11	11%	20%
35-44	18	17%	24%
45-54	21	20%	18%
55-64	40	38% ▲	20%
65+	13	13%	9%

Gender

Gender	#	%	State Avg
Male	54	51%	58%
Female	51	49%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	82	78%	69%
Hisp-Puerto Rican	11	10%	11%
Hispanic-Other	8	8%	8%
Hispanic-Mexican	3	3%	1%
Unknown	1	1%	11%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	50	48% ▼	62%
Black/African American	46	44% ▲	17%
Other	5	5%	13%
Asian	2	2%	1%
Multiple Races	2	2%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

Legend: 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 Apartments
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 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	-	-	
Service Hours	47	39	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	96%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		13	87%	90%	96%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%

On-Time Periodic	Actual	State Avg
🔴 6 Month Updates	0%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 64 Active Supportive Housing – Development Programs

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

Colony Apartments
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
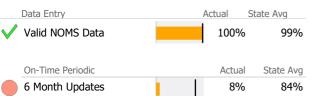Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

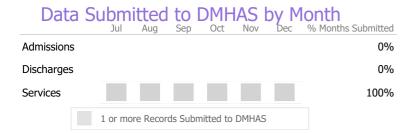| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	14	-14%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	35	61	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		12	100%	85%	96%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	83%	90%	96%	-7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		8%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 64 Active Supportive Housing – Development Programs

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

Gilead CSP
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	40	5%	▼
Admits	5	3	67%	▲
Discharges	6	1	500%	▲
Service Hours	936	558	68%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	83%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	50%	65%	55%	-15%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		37	88%	60%	78%	28%	▲
✓	Stable Living Situation		39	93%	80%	86%	13%	▲
🔴	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%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪		50%
Discharges	▪	▪		▪			67%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 36 Active CSP Programs

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

Gilead House 120-250
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	15	13%	▲
Admits	5	2	150%	▲
Discharges	4	2	100%	▲
Bed Days	2,101	2,331	-10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	78%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	60%	69%	-35%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		13	76%	60%	85%	16%	▲
🔴	Stable Living Situation		16	94%	95%	95%	-1%	
🔴	Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		13	1,256 days	0.5	88%	90%	94%	-2%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪		▪		▪	50%
Discharges		▪	▪	▪			50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 82 Active Supervised Apartments Programs

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

Gilead Jail Div Respite 120251
Inspirica Inc. (formerly St Luke's LifeWorks)
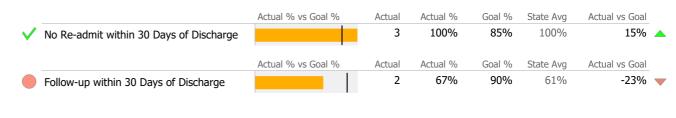Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	3	67%	▲
Admits	4	1	300%	▲
Discharges	3	2	50%	▲
Bed Days	321	298	8%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	100%	15%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Follow-up within 30 Days of Discharge		2	67%	90%	61%	-23%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		3	107 days	0.4	58%	90%	55%	-32%	▼

▢ < 90%   ▢ 90-110%   ▮ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 7 Active Respite Bed Programs

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

McKinney Res. Aids 460832
Inspirica Inc. (formerly St Luke's LifeWorks)
Addiction - Residential Services - AIDS Residential

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	16	6%	
Admits	4	2	100%	▲
Discharges	5	1	400%	▲
Bed Days	2,303	2,703	-15%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		11%	22%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	40%	85%	53%	-45%	▼
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	0%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Self Help			2	12%	60%	45%	-48%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		15	1,271 days	0.5	83%	90%	80%	-7%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	⬜		⬜	⬜		⬜	67%
Discharges	⬜		⬜	⬜	⬜		67%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under		

🟧 Actual	| Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 3 Active AIDS Residential Programs

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