Marrakech Day Services
Woodbridge, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023   (Data as of Dec 26, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	195	167	17%	▲
	Admits	33	20	65%	▲
	Discharges	26	18	44%	▲
	Service Hours	1,041	841	24%	▲
	Bed Days	1,222	1,726	-29%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	113	56.8%
	Case Management	54	27.1%
	Recovery Support	18	9.0%
	Residential Services	14	7.0%

Consumer Satisfaction Survey   (Based on 87 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		88%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	43	22%	▲	8%
26-34	38	19%		18%
35-44	27	14%		24%
45-54	37	19%		19%
55-64	39	20%		20%
65+	11	6%		11%

Gender

Gender	#	%	State Avg
Male	119	61%	58%
Female	76	39%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	167	86%	▲	66%
Hisp-Puerto Rican	17	9%		11%
Hispanic-Other	7	4%		10%
Unknown	3	2%	▼	13%
Hispanic-Mexican	1	1%		1%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
Black/African American	103	53%	▲	17%
White/Caucasian	58	30%	▼	60%
Other	17	9%		12%
Asian	5	3%		1%
Multiple Races	5	3%		1%
Am. Indian/Native Alaskan	3	2%		1%
Hawaiian/Other Pacific Islander	3	2%		0%
Unknown	1	1%		8%

▮ 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.

Community Support Services - wrap around 256
Marrakech Day Services
Mental Health - Recovery Support - Specialing

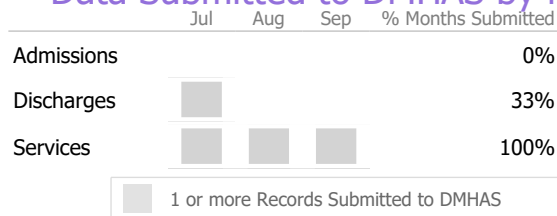Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	17	6%	
Admits	-	1	-100%	▼
Discharges	1	3	-67%	▼
Service Hours	544	434	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▢			33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Specialing Programs

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

Gilbert YAS
Marrakech Day Services
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	12	-25%	▼
Admits	1	1	0%	
Discharges	-	1	-100%	▼
Bed Days	762	1,000	-24%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	78%	60%	84%	18%	▲
● Employed		2	22%	25%	13%	-3%	
● Stable Living Situation		8	89%	95%	93%	-6%	
● Improved/Maintained Function Score		0	0%	95%	51%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		71%	89%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		10	503 days	1.1	83%	90%	95%	-7%	

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 84 Active Supervised Apartments Programs

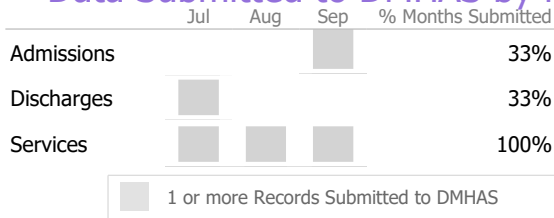Variances in data may be indicative of operational adjustments related to the pandemic.

Outreach & Engagement 901-279
Marrakech Day Services
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	13	8%	
Admits	3	-		
Discharges	6	3	100%	▲
Service Hours	39	60	-36%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		2	67%	50%	89%	17%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges	▢			33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

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

Sherman YAS
Marrakech Day Services
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	9	-44%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Bed Days	460	726	-37%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	89%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	50%	89%

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		N/A	N/A	60%	70%	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%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	100%	60%	84%	40%	▲
✓ Stable Living Situation		5	100%	95%	93%	5%	
● Employed		0	0%	25%	13%	-25%	▼
● Improved/Maintained Function Score		0	0%	95%	51%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	354 days	1.0	100%	90%	95%	10%
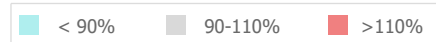
☐ < 90%	☐ 90-110%	☐ >110%

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 84 Active Supervised Apartments Programs

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

SHP - Work Services - New Haven 910-271
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	13	31%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	53	35	52%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	35%	35%	41%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	88%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

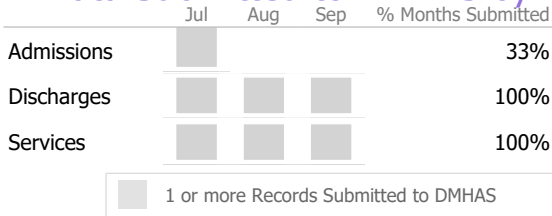* State Avg based on 37 Active Employment Services Programs

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

Whalley UM Taking Init 910-322
Marrakech Day Services
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)
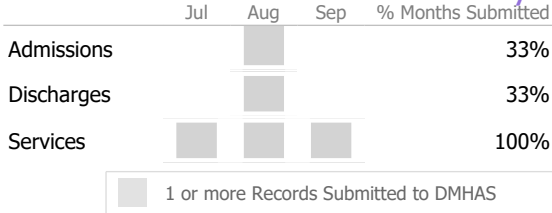
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	30	50%	▲
Admits	8	3	167%	▲
Discharges	8	5	60%	▲
Service Hours	-	-		

Service Engagement
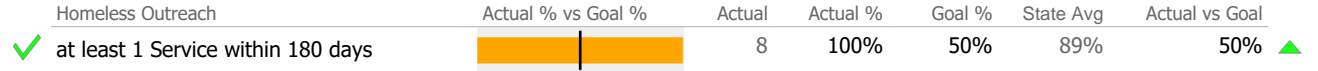
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		8	100%	50%	89%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪			33%
Discharges	▪	▪	▪	100%
Services	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

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

Work Services - New Haven
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	71	18%	▲
Admits	16	7	129%	▲
Discharges	8	3	167%	▲
Service Hours	359	284	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		23	27%	35%	41%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		75	99%	90%	88%	9%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Employment Services Programs

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

YAS Vocational Program
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	16	-19%	▼
Admits	4	6	-33%	▼
Discharges	2	1	100%	▲
Service Hours	47	24	91%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		7	54%	35%	41%	19%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
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 37 Active Employment Services Programs

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