

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	117	125	-6%
	Admits	30	39	-23% ▼
	Discharges	26	41	-37% ▼
	Service Hours	1,399	1,900	-26% ▼
	Bed Days	9,965	9,130	9%

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

Consumer Satisfaction Survey

(Based on 81 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		91%	80%	88%
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Outcome		81%	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	#	%
Mental Health	Community Support	44	36.4%
	Case Management	33	27.3%
	Residential Services	14	11.6%
Addiction	Residential Services	23	19.0%
Forensic MH	Crisis Services	7	5.8%

Client Demographics

Age	#	%	State Avg
18-25	2	2%	9%
26-34	12	10%	20%
35-44	18	15%	25%
45-54	25	21%	18%
55-64	39	33% ▲	18%
65+	21	18%	9%

Gender	#	%	State Avg
Male	63	54%	60%
Female	54	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	93	79% ▲	64%
Hispanic-Other	11	9%	11%
Hisp-Puerto Rican	9	8%	10%
Hispanic-Mexican	3	3%	1%
Unknown	1	1% ▼	15%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	58	50%	58%
Black/African American	52	44% ▲	17%
Other	4	3%	12%
Asian	2	2%	1%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	3	2	50% ▲
Discharges	1	3	-67% ▼
Service Hours	103	87	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	93%	15% ▲

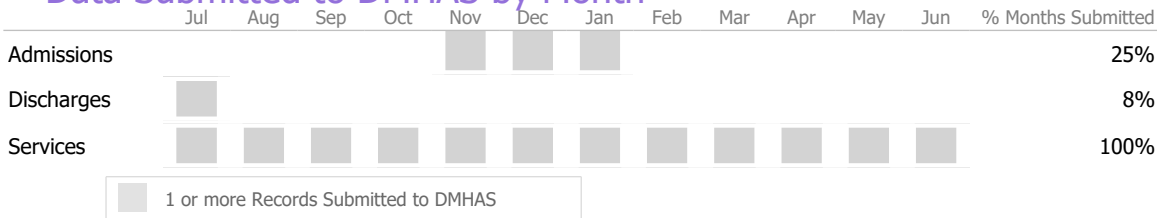
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95% 99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

Variations 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	2	-100% ▼
Discharges	2	1	100% ▲
Service Hours	83	69	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	93%	15% ▲

Service Utilization

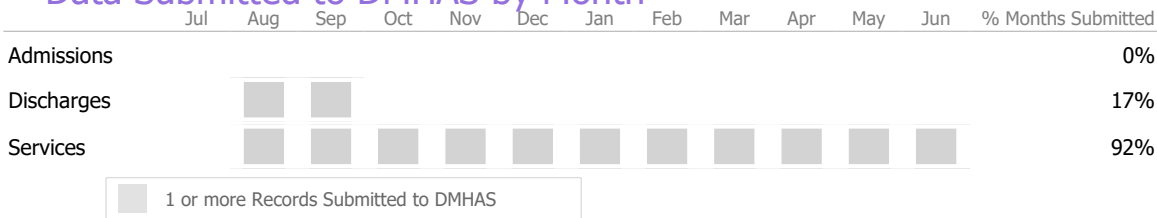
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 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	44	48	-8%
Admits	7	11	-36% ▼
Discharges	8	11	-27% ▼
Service Hours	1,214	1,744	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	97%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	53%	-65% ▼

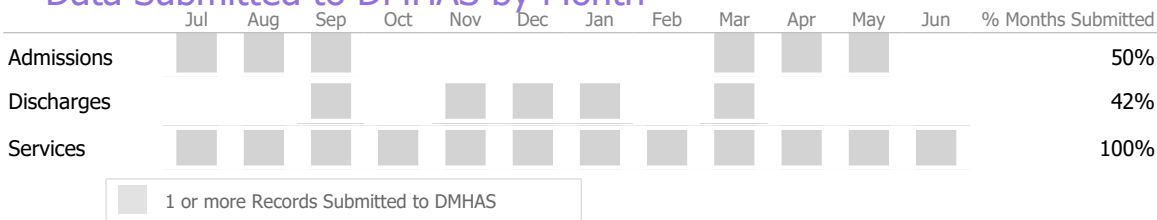
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	91%	60%	80%	31% ▲
Improved/Maintained Function Score		41	100%	65%	58%	35% ▲
Stable Living Situation		40	91%	80%	86%	11% ▲
Employed		4	9%	20%	16%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 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	14	18	-22% ▼
Admits	4	6	-33% ▼
Discharges	2	8	-75% ▼
Bed Days	4,337	4,192	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	69%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	100%	95%	95%	5%
Social Support		7	50%	60%	87%	-10%
Improved/Maintained Function Score		10	77%	95%	66%	-18% ▼
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	1,509 days	0.3	91%	90%	89%	1%

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 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	6	6	0%
Discharges	4	6	-33% ▼
Bed Days	719	560	28% ▲

Discharge Outcomes

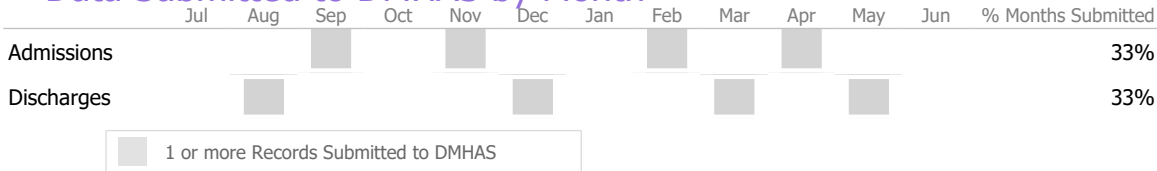
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	98%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	61%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	140 days	0.3	65%	90%	47%	-25% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	24	-4%
Admits	10	12	-17% ▼
Discharges	9	12	-25% ▼
Bed Days	4,909	4,378	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	85%	50%	-52% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	18%	-90% ▼

Recovery

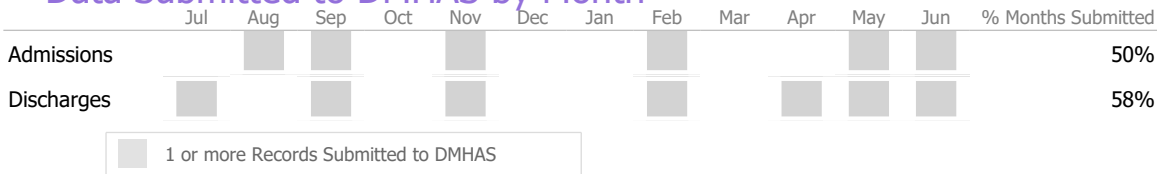
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		6	26%	60%	50%	-34% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	729 days	0.2	89%	90%	88%	-1%

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 3 Active AIDS Residential Programs

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