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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	128	136	-6%	
	Admits	38	45	-16%	▼
	Discharges	27	48	-44%	▼
	Service Hours	4,091	3,516	16%	▲
	Bed Days	10,759	10,772	0%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Community Support		47	36.4%
	Case Management		34	26.4%
	Residential Services		17	13.2%
Addiction				
	Residential Services		22	17.1%
Forensic MH				
	Crisis Services		9	7.0%

Consumer Satisfaction Survey   (Based on 86 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		95%	80%	91%
✓	General Satisfaction		93%	80%	92%
✓	Participation in Treatment		92%	80%	92%
✓	Overall		91%	80%	91%
✓	Access		91%	80%	88%
✓	Quality and Appropriateness		90%	80%	93%
✓	Outcome		84%	80%	83%
●	Recovery		73%	80%	79%

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

Client Demographics

Age

		#	%		State Avg
18-25		4	3%		12%
26-34		22	17%		24%
35-44		9	7%	▼	21%
45-54		45	35%	▲	20%
55-64		39	30%	▲	17%
65+		9	7%		6%

Gender

		#	%		State Avg
Female		64	50%		40%
Male		64	50%		60%
Transgender					0%

Ethnicity

		#	%	State Avg
Non-Hispanic		100	78%	70%
Hisp-Puerto Rican		19	15%	12%
Hispanic-Other		8	6%	7%
Hispanic-Mexican		1	1%	1%
Hispanic-Cuban				0%
Unknown				10%

Race

		#	%		State Avg
Black/African American		61	48%	▲	17%
White/Caucasian		59	46%	▼	63%
Other		3	2%	▼	13%
Multiple Races		2	2%		1%
Am. Indian/Native Alaskan		1	1%		1%
Asian		1	1%		1%
Unknown		1	1%		5%
Hawaiian/Other Pacific Islander					0%

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

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	2	2	0%	
Discharges	1	2	-50%	▼
Service Hours	1,008	796	27%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		15	88%	85%	91%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■				■				17%
Discharges				■									8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Colony Apartments 120-261
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	1	3	-67% ▼
Discharges	-	2	-100% ▼
Service Hours	1,231	1,075	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	91%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪										8%
Discharges													0%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	49	-4%	▼
Admits	15	16	-6%	
Discharges	7	17	-59%	▼
Service Hours	1,853	1,645	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	90%

On-Time Periodic		Actual	State Avg
	6 Month Updates	47%	86%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	69%	51%
✓	SA Screen Complete	69%	51%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	14%	65%	68%	-51%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		39	83%	60%	83%	23%	▲
✓	Improved/Maintained Axis V GAF Score		32	74%	65%	65%	9%	
🔴	Stable Living Situation		34	72%	80%	91%	-8%	
🔴	Employed		5	11%	20%	13%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		40	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪	▪			▪			58%
Discharges		▪		▪		▪		▪		▪	▪		42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
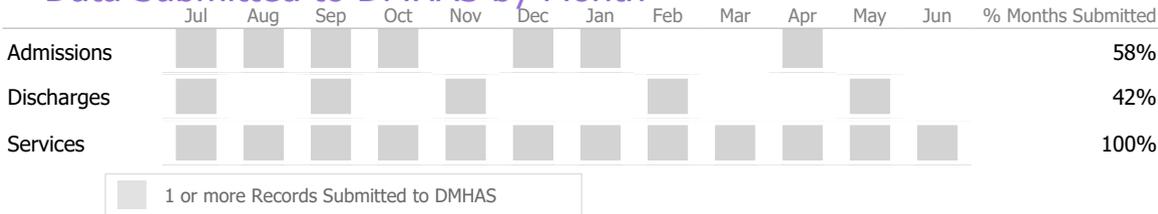
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 Active CSP Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	19	-11% ▼
Admits	5	6	-17% ▼
Discharges	4	7	-43% ▼
Bed Days	4,715	4,636	2%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	77%

On-Time Periodic		Actual	State Avg
	6 Month Updates	75%	84%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	32%
✓	SA Screen Complete	83%	31%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
	Valid Axis V GAF Score	88%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		2	50%	60%	67%	-10% ▼
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	69%	-40% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		14	82%	60%	83%	22% ▲
✓	Stable Living Situation		17	100%	95%	96%	5%
🔴	Employed		3	18%	25%	13%	-7%
🔴	Improved/Maintained Axis V GAF Score		2	12%	95%	65%	-83% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		13	853 days	0.2	99%	90%	93%	9%

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪	▪				▪				33%
Discharges	▪				▪				▪				25%

⬜ 1 or more Records Submitted to DMHAS
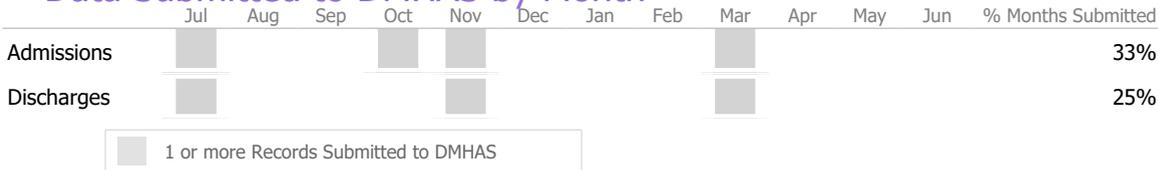
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	7	9	-22%	▼
Discharges	6	10	-40%	▼
Bed Days	780	834	-6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		6	100%	85%	100%	15%	▲
🔴	Follow-up within 30 Days of Discharge		2	67%	90%	89%	-23%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		3	125 days	0.2	71%	90%	87%	-19%	▼

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪	▪			▪	▪			▪	50%
Discharges	▪			▪	▪			▪	▪				42%

⬜ 1 or more Records Submitted to DMHAS
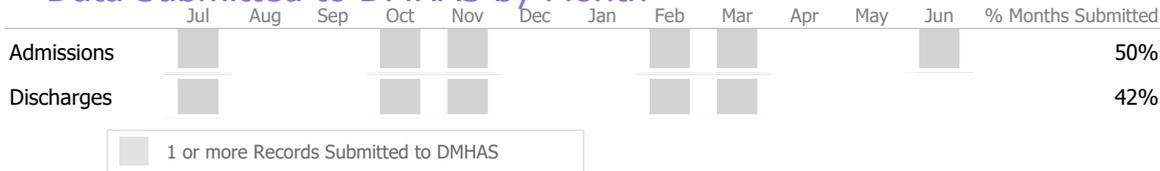
▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 4 Active Respite Bed Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	24	-8%	
Admits	8	9	-11%	▼
Discharges	9	10	-10%	
Bed Days	5,264	5,302	-1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	33%	85%	60%	-52%	▼
🔴	Follow-up within 30 Days of Discharge		1	33%	90%	29%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Self Help		13	59%	60%	75%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	740 days	0.2	96%	90%	86%	6%

🔵 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪							▪		▪	▪	42%
Discharges	▪	▪							▪		▪	▪	42%

⬜ 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