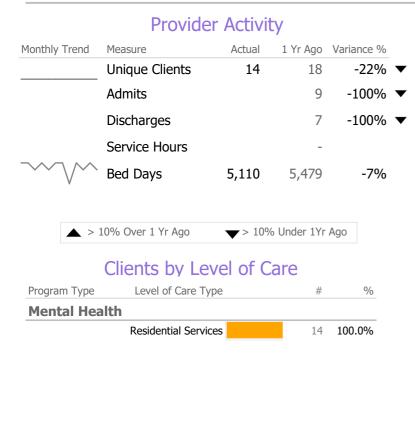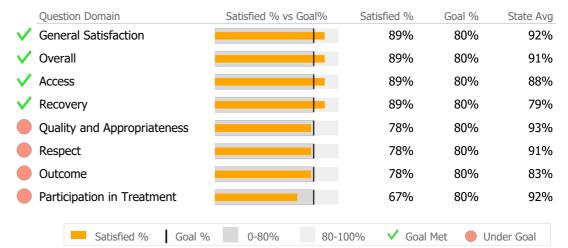**My People Clinical Services LLC**
Hartford, CT

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	14	18	-22%	▼
	Admits		9	-100%	▼
	Discharges		7	-100%	▼
	Service Hours		-		
⋀⋁⋀⋁	Bed Days	5,110	5,479	-7%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Residential Services	14	100.0%

Consumer Satisfaction Survey   (Based on 9 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		89%	80%	92%
✓	Overall		89%	80%	91%
✓	Access		89%	80%	88%
✓	Recovery		89%	80%	79%
●	Quality and Appropriateness		78%	80%	93%
●	Respect		78%	80%	91%
●	Outcome		78%	80%	83%
●	Participation in Treatment		67%	80%	92%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	10	71%	▲	12%
26-34	4	29%		24%
35-44			▼	21%
45-54			▼	20%
55-64			▼	17%
65+				6%

Gender

Gender	#	%		State Avg
Male	12	86%	▲	60%
Female	2	14%	▼	40%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	8	57%	▼	70%
Hispanic-Other	3	21%	▲	7%
Hisp-Puerto Rican	3	21%		12%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				10%

Race

Race	#	%		State Avg
Black/African American	5	36%	▲	17%
Other	4	29%	▲	13%
White/Caucasian	3	21%	▼	63%
Unknown	2	14%		5%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

Bridgeway Supervised Apt Program
My People Clinical Services LLC
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	4	7	-43% ▼
Admits	-	3	-100% ▼
Discharges	-	3	-100% ▼
Bed Days	1,460	1,402	4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	77%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	32%
SA Screen Complete		N/A	31%

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

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		4	100%	60%	83%	40% ▲
✔ Stable Living Situation		4	100%	95%	96%	5%
✔ Employed		1	25%	25%	13%	0%
● Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		4	899 days	0.3	100%	90%	93%	10%

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Composite
My People Clinical Services LLC
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	4	4	0%	
Admits	-	2	-100%	▼
Discharges	-	-		
Bed Days	1,460	869	68%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	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%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		2	50%	60%	83%	-10%	
● Employed		0	0%	25%	13%	-25%	▼
● Stable Living Situation		2	50%	95%	96%	-45%	▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	77%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	32%
SA Screen Complete		N/A	31%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		50%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		3	668 days	0.2	133%	90%	93%	43%	▲

■ < 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													0%
Discharges													0%

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

Standard 266
My People Clinical Services LLC
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	6	10	-40%	▼
Admits	-	4	-100%	▼
Discharges	-	4	-100%	▼
Bed Days	2,190	3,208	-32%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		0	0%	25%	13%	-25%	▼
● Social Support		0	0%	60%	83%	-60%	▼
● Stable Living Situation		1	17%	95%	96%	-78%	▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	77%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	32%
SA Screen Complete		N/A	31%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		67%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		8	1,242 days	0.3	75%	90%	93%	-15%	▼

█ < 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													0%
Discharges													0%

▢ 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