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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	109	107	2%
	Admits	7	16	-56% ▼
	Discharges	8	9	-11% ▼
	Service Hours	1,016	1,004	1%
	Bed Days	2,734	2,638	4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	40	36.7%
	Case Management	33	30.3%
	Residential Services	13	11.9%
Addiction			
	Residential Services	16	14.7%
Forensic MH			
	Crisis Services	7	6.4%

Consumer Satisfaction Survey

(Based on 84 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
● Outcome		75%	80%	83%
● Recovery		71%	80%	79%

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

Client Demographics

Age	#	%		State Avg
18-25	3	3%		9%
26-34	14	13%		22%
35-44	8	7%	▼	21%
45-54	30	28%		20%
55-64	43	39%	▲	20%
65+	11	10%		7%

Gender	#	%	State Avg
Male	59	54%	59%
Female	50	46%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	86	79%	71%
Hisp-Puerto Rican	14	13%	12%
Hispanic-Other	8	7%	7%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			9%

Race	#	%		State Avg
White/Caucasian	53	49%	▼	64%
Black/African American	51	47%	▲	16%
Other	3	3%		13%
Am. Indian/Native Alaskan	1	1%		1%
Asian	1	1%		1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				5%

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	-	-	
Discharges	-	-	
Service Hours	344	232	48% ▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	79%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	88%	85%	88%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	92%	10%

▲ > 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	133	372	-64%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		■		33%
Services		■	■	67%

■ 1 or more Records Submitted to DMHAS

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		17	100%	85%	88%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	92%	10%

▲ > 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	40	0%	
Admits	-	8	-100%	▼
Discharges	1	4	-75%	▼
Service Hours	539	400	35%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	73%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	71%	85%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	25%
SA Screen Complete	N/A	25%

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

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	0	0%	65%	57%	-65%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	30	75%	60%	82%	15%	▲
● Improved/Maintained Axis V GAF Score	25	64%	65%	60%	-1%	
● Employed	3	8%	20%	13%	-12%	▼
● Stable Living Situation	26	65%	80%	88%	-15%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	38	97%	90%	98%	7%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 36 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	14	-7%	
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	1,196	1,141	5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	51%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	87%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	26%
SA Screen Complete	N/A	26%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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%	63%	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%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		10	77%	60%	82%	17%	▲
✓ Stable Living Situation		13	100%	95%	91%	5%	
● Employed		3	23%	25%	10%	-2%	
● Improved/Maintained Axis V GAF Score		0	0%	95%	58%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	935 days	1.0	100%	90%	92%	10%

< 90% | 90-110% | >110%

▲ > 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	3	133%	▲
Admits	4	1	300%	▲
Discharges	4	1	300%	▲
Bed Days	248	175	42%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		3	87 days	0.4	90%	90%	63%	0%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

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

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	18	-11%	▼
Admits	3	4	-25%	▼
Discharges	2	3	-33%	▼
Bed Days	1,290	1,322	-2%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	85%	25%	-85%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	100%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Self Help		16	100%	60%	85%	40%	▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	558 days	0.9	93%	90%	84%	3%

< 90% 90-110% >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active AIDS Residential Programs