

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	122	124	-2%
	Admits	23	34	-32% ▼
	Discharges	27	23	17% ▲
	Service Hours	2,510	2,981	-16% ▼
	Bed Days	8,207	8,135	1%

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

### 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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Community Support	44	35.2%
	Case Management	36	28.8%
	Residential Services	14	11.2%
<b>Addiction</b>	Residential Services	21	16.8%
<b>Forensic MH</b>	Crisis Services	10	8.0%

### Client Demographics

Age	#	%	State Avg
18-25	3	2%	11%
26-34	17	14%	23%
35-44	11	9% ▼	22%
45-54	32	26%	20%
55-64	48	39% ▲	18%
65+	11	9%	6%

Gender	#	%	State Avg
Male	66	54%	60%
Female	56	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	97	80%	70%
Hisp-Puerto Rican	16	13%	12%
Hispanic-Other	8	7%	8%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			10%

Race	#	%	State Avg
Black/African American	63	52% ▲	17%
White/Caucasian	54	44% ▼	62%
Other	3	2% ▼	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 - March 2020 (Data as of Jul 15, 2020)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Service Hours	782	736	6%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	90%	15% ▲

## Service Utilization

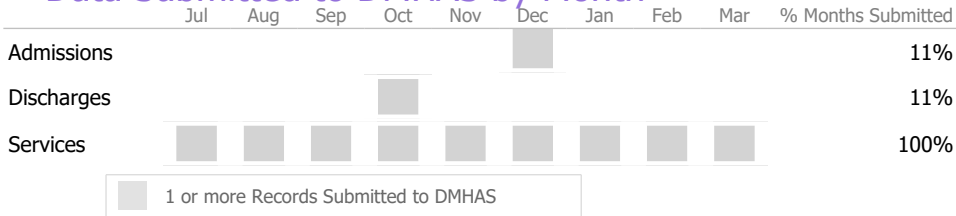
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	17	12% ▲
Admits	2	1	100% ▲
Discharges	4	-	
Service Hours	429	986	-56% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	100%	85%	90%	15% ▲

### Service Utilization

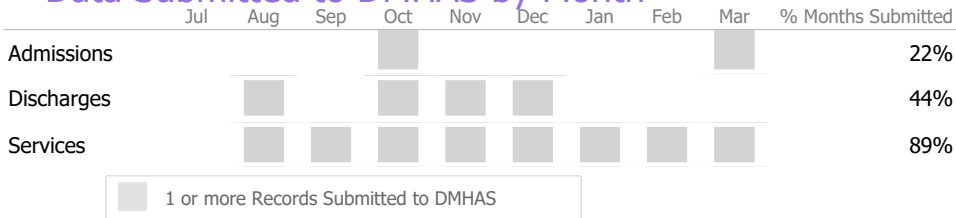
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	96%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	46	-4%
Admits	4	14	-71% ▼
Discharges	8	6	33% ▲
Service Hours	1,299	1,259	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	70%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	25%	30%
SA Screen Complete	25%	30%
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		4	50%	65%	63%	-15% ▼

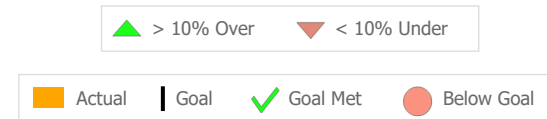
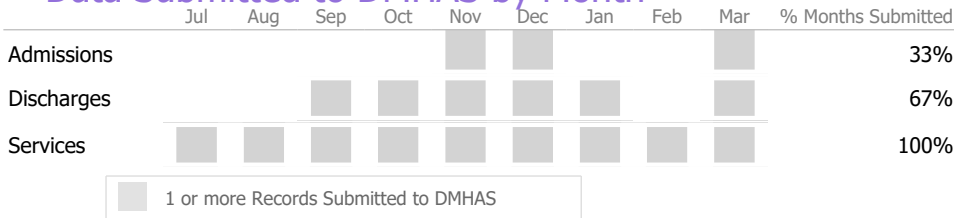
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	77%	60%	82%	17% ▲
Improved/Maintained Axis V GAF Score		30	73%	65%	66%	8%
Stable Living Situation		34	77%	80%	86%	-3%
Employed		4	9%	20%	13%	-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



\* State Avg based on 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	1	5	-80% ▼
Discharges	1	4	-75% ▼
Bed Days	3,561	3,532	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	56%
SA Screen Complete	100%	56%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90% ▼

### Recovery

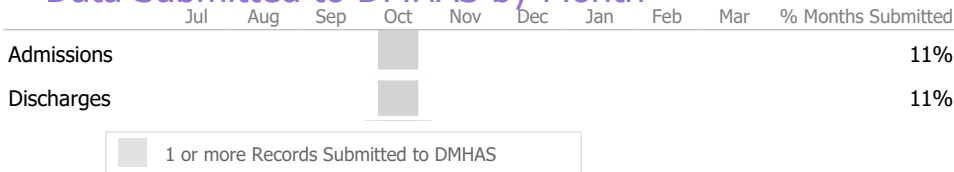
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	71%	60%	85%	11% ▲
Stable Living Situation		14	100%	95%	92%	5%
Employed		3	21%	25%	10%	-4%
Improved/Maintained Axis V GAF Score		1	8%	95%	63%	-87% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,063 days	0.3	100%	90%	96%	10%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    Goal Met    Below Goal

\* State Avg based on 81 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	7	6	17% ▲
Discharges	7	6	17% ▲
Bed Days	703	578	22% ▲

### Discharge Outcomes

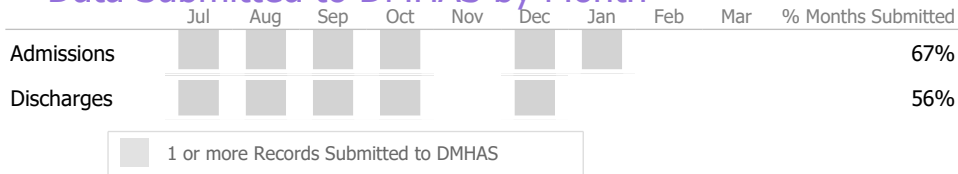
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	127 days	0.2	85%	90%	68%	-5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	8	6	33% ▲
Discharges	6	6	0%
Bed Days	3,943	4,025	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	85%	35%	-52% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	14%	-90% ▼

### Recovery

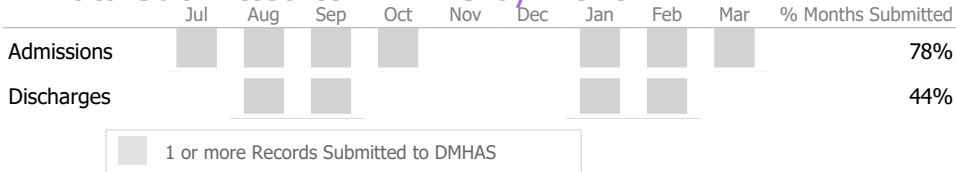
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		18	86%	60%	62%	26% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	680 days	0.3	96%	90%	85%	6%



### Data Submitted to DMHAS by Month



\* State Avg based on 3 Active AIDS Residential Programs