

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	99	109	-9%
	Admits	9	7	29% ▲
	Discharges	9	8	13% ▲
	Service Hours	280	1,016	-72% ▼
	Bed Days	2,817	2,734	3%

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

### Consumer Satisfaction Survey (Based on 84 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		88%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Access		84%	80%	88%
✓ Overall		82%	80%	91%
● Outcome		79%	80%	83%
● General Satisfaction		78%	80%	92%
● Recovery		70%	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	40	38.5%
	Case Management	31	29.8%
	Residential Services	15	14.4%
<b>Addiction</b>	Residential Services	15	14.4%
<b>Forensic MH</b>	Crisis Services	3	2.9%

### Client Demographics

Age	#	%	State Avg
18-25	1	1%	8%
26-34	10	10%	21% ▼
35-44	13	13%	22%
45-54	23	23%	20%
55-64	40	40%	20% ▲
65+	12	12%	9%

Gender	#	%	State Avg
Male	53	54%	58%
Female	46	46%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	77	78%	69%
Hisp-Puerto Rican	14	14%	12%
Hispanic-Other	7	7%	8%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			11% ▼

Race	#	%	State Avg
Black/African American	51	52%	16% ▲
White/Caucasian	46	46%	63% ▼
Asian	1	1%	1%
Other	1	1%	13% ▼
Am. Indian/Native Alaskan			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 2020 - September 2020 (Data as of Feb 01, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	1	-	
Discharges	1	-	
Service Hours	57	344	-83% ▼

### Recovery

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

### Service Utilization

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

### Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	1	-	
Discharges	2	1	100% ▲
Service Hours	37	133	-72% ▼

### 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

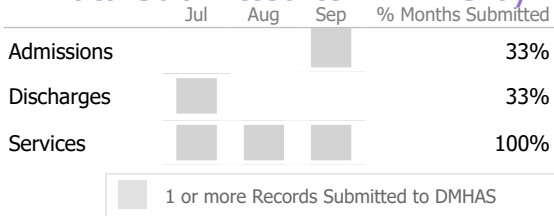
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%

### 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	40	40	0%
Admits	5	-	
Discharges	1	1	0%
Service Hours	186	540	-65% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	80%
On-Time Periodic		
6 Month Updates	49%	85%
Co-occurring		
MH Screen Complete	33%	78%
SA Screen Complete	33%	61%
Diagnosis		
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	100%	65%	61%	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	70%	60%	81%	10%
Employed		5	12%	20%	13%	-8%
Stable Living Situation		28	70%	80%	89%	-10% ▼
Improved/Maintained Axis V GAF Score		21	60%	65%	56%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	75%	90%	94%	-15% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	13	15% ▲
Admits	2	-	
Discharges	4	-	
Bed Days	1,175	1,196	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	74%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	100%	82%
SA Screen Complete	100%	67%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	60%	84%	40% ▲
Follow-up within 30 Days of Discharge		3	75%	90%	76%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	80%	60%	84%	20% ▲
Stable Living Situation		15	100%	95%	92%	5%
Employed		1	7%	25%	8%	-18% ▼
Improved/Maintained Axis V GAF Score		4	31%	95%	58%	-64% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,166 days	0.9	98%	90%	101%	8%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	7	-57% ▼
Admits	-	4	-100% ▼
Discharges	1	4	-75% ▼
Bed Days	262	248	6%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	211 days	1.0	95%	90%	79%	5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,380	1,290	7%

### Data Submission Quality

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

### Discharge Outcomes

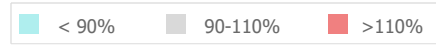
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	85%	0%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	NaN	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		13	87%	60%	79%	27% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	730 days	1.0	100%	90%	80%	10%



\* State Avg based on 3 Active AIDS Residential Programs

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS