

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	106	122	-13%	▼
	Admits	18	23	-22%	▼
	Discharges	19	28	-32%	▼
	Service Hours	853	2,512	-66%	▼
	Bed Days	8,042	8,207	-2%	

▲ > 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	#	%
Mental Health	Community Support	41	36.3%
	Case Management	32	28.3%
	Residential Services	18	15.9%
Addiction	Residential Services	17	15.0%
Forensic MH	Crisis Services	5	4.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	10%	Male	58	55%	58%
26-34	12	11%	22%	Female	48	45%	42%
35-44	15	14%	23%	Transgender			0%
45-54	25	24%	19%				
55-64	41	39%	19%				
65+	12	11%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	84	79%	69%	Black/African American	57	54%	17%
Hisp-Puerto Rican	14	13%	12%	White/Caucasian	46	43%	62%
Hispanic-Other	7	7%	8%	Asian	1	1%	1%
Hispanic-Mexican	1	1%	0%	Multiple Races	1	1%	1%
Hispanic-Cuban			0%	Other	1	1%	13%
Unknown			11%	Am. Indian/Native Alaskan			0%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%

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

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

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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	158	782	-80% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	95%	15% ▲

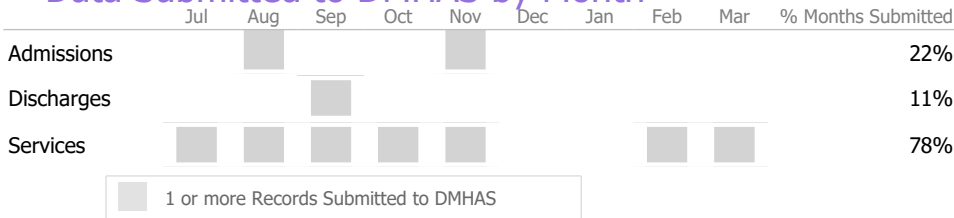
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

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

Colony Apartments 120-261

Inspirica Inc. (formerly St Luke's LifeWorks)

Mental Health - Case Management - Supportive Housing – Development

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	1	2	-50% ▼
Discharges	2	4	-50% ▼
Service Hours	73	429	-83% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	95%	15% ▲

Service Utilization

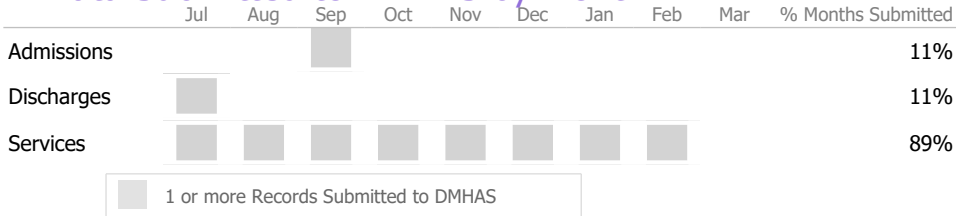
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 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	41	44	-7%
Admits	6	4	50% ▲
Discharges	6	9	-33% ▼
Service Hours	621	1,300	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%
On-Time Periodic		
6 Month Updates	82%	86%
Co-occurring		
MH Screen Complete	33%	85%
SA Screen Complete	33%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	65%	58%	-15% ▼

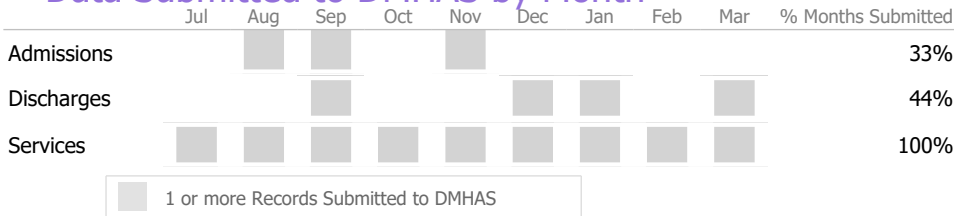
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	85%	60%	81%	25% ▲
Stable Living Situation		34	83%	80%	88%	3%
Employed		6	15%	20%	12%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	97%	90%	98%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	14	29% ▲
Admits	5	1	400% ▲
Discharges	5	1	400% ▲
Bed Days	3,453	3,561	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	60%	78%	20% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	77%	-15% ▼

Recovery

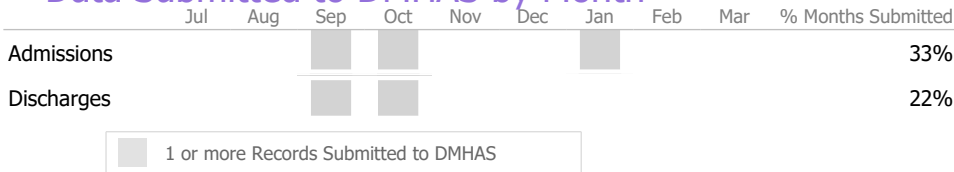
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	72%	60%	84%	12% ▲
✓ Stable Living Situation		18	100%	95%	94%	5%
● Employed		1	6%	25%	9%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,146 days	0.3	97%	90%	93%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 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	5	10	-50% ▼
Admits	2	7	-71% ▼
Discharges	3	7	-57% ▼
Bed Days	542	703	-23% ▼

Discharge Outcomes

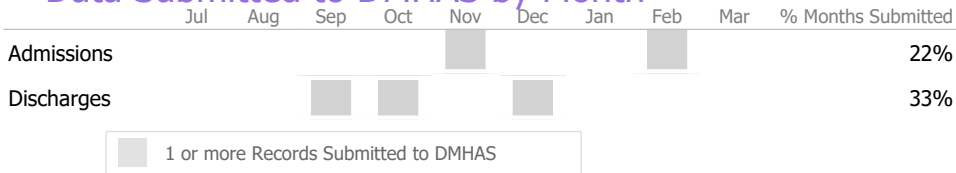
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	166 days	0.4	66%	90%	106%	-24% ▼

■ < 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	17	21	-19% ▼
Admits	2	8	-75% ▼
Discharges	2	6	-67% ▼
Bed Days	4,047	3,943	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%

Discharge Outcomes

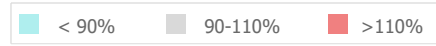
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	85%	75%	-85% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	33%	N/A

Recovery

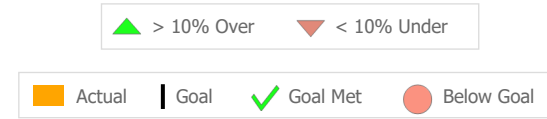
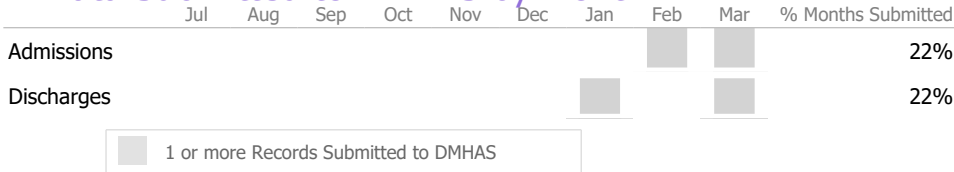
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		14	82%	60%	69%	22% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	899 days	0.3	98%	90%	79%	8%



Data Submitted to DMHAS by Month



* State Avg based on 3 Active AIDS Residential Programs