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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	108	124	-13%	▼
	Admits	22	26	-15%	▼
	Discharges	22	34	-35%	▼
	Service Hours	1,148	2,709	-58%	▼
	Bed Days	10,779	10,937	-1%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	42	36.2%
	Case Management	33	28.4%
	Residential Services	18	15.5%
Addiction			
	Residential Services	17	14.7%
Forensic MH			
	Crisis Services	6	5.2%

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%

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

Client Demographics

Age

	#	%	State Avg
18-25	1	1%	10%
26-34	13	12%	22%
35-44	16	15%	23%
45-54	25	23%	19%
55-64	41	38% ▲	18%
65+	12	11%	7%

Gender

	#	%	State Avg
Male	59	55%	59%
Female	49	45%	41%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	85	79% ▲	68%
Hisp-Puerto Rican	14	13%	11%
Hispanic-Other	7	6%	8%
Hispanic-Mexican	2	2%	0%
Hispanic-Cuban			0%
Unknown		▼	12%

Race

	#	%	State Avg
Black/African American	58	54% ▲	17%
White/Caucasian	47	44% ▼	61%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Other	1	1% ▼	13%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Variances 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	17	-6%	
Admits	2	1	100%	▲
Discharges	1	3	-67%	▼
Service Hours	204	828	-75%	▼

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%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪			▪								17%
Discharges			▪										8%
Services	▪	▪	▪	▪	▪			▪	▪	▪	▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	2	2	0%	
Discharges	3	4	-25%	▼
Service Hours	82	458	-82%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		17	100%	85%	95%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	94%	3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■									■	17%
Discharges	■										■		17%
Services		■	■	■	■	■	■	■		■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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

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 2020 - June 2021 (Data as of Sep 20, 2021)
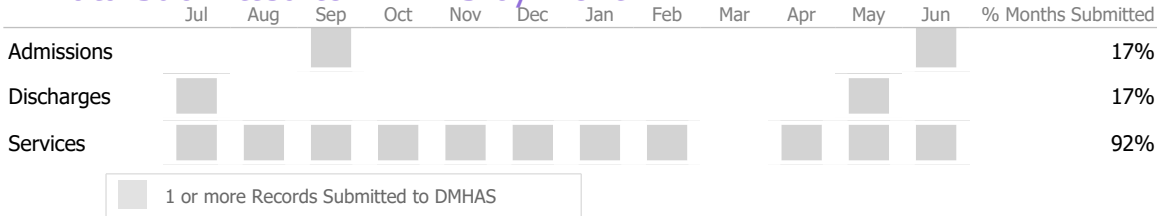
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	44	-5%	▼
Admits	8	4	100%	▲
Discharges	6	10	-40%	▼
Service Hours	862	1,422	-39%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	81%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		85%	86%

Co-occurring		Actual	State Avg
MH Screen Complete		25%	87%
SA Screen Complete		25%	77%

Diagnosis		Actual	State Avg
✔ 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%	56%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		36	86%	60%	81%	26%	▲
✔ Stable Living Situation		36	86%	80%	88%	6%	
● Employed		6	14%	20%	13%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		35	97%	90%	98%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪		▪							▪	33%
Discharges			▪			▪	▪		▪				33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS
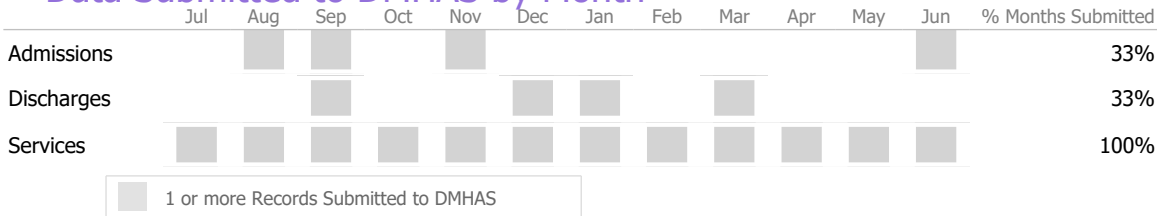
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs

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

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 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	14	29%	▲
Admits	5	1	400%	▲
Discharges	5	1	400%	▲
Bed Days	4,636	4,744	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	76%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	77%

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%	79%	20%	▲
● Follow-up within 30 Days of Discharge		3	75%	90%	79%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		14	78%	60%	84%	18%	▲
✓ Stable Living Situation		18	100%	95%	94%	5%	
● Employed		1	6%	25%	12%	-19%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,204 days	0.2	98%	90%	94%	8%

	< 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			▢	▢			▢						25%
Discharges			▢	▢									17%

▢ 1 or more Records Submitted to DMHAS
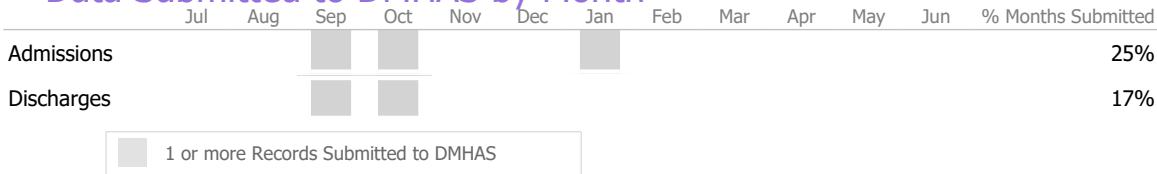
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

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 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	11	-45%	▼
Admits	3	9	-67%	▼
Discharges	4	9	-56%	▼
Bed Days	768	915	-16%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	96%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	93%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		3	178 days	0.3	70%	90%	49%	-20%	▼

■ < 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					■			■			■		25%
Discharges			■	■		■						■	33%

■ 1 or more Records Submitted to DMHAS
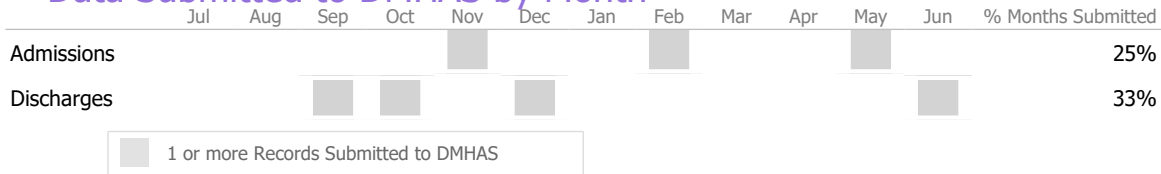
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 4 Active Respite Bed Programs

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

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 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	22	-23%	▼
Admits	2	9	-78%	▼
Discharges	3	7	-57%	▼
Bed Days	5,375	5,278	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	68%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	85%	68%	-85%	▼
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	31%	N/A	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		14	82%	60%	65%	22%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		15	985 days	0.2	98%	90%	81%	8%

	< 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								■	■				17%
Discharges							■		■	■			25%

■	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	🔴 Below Goal
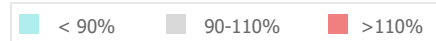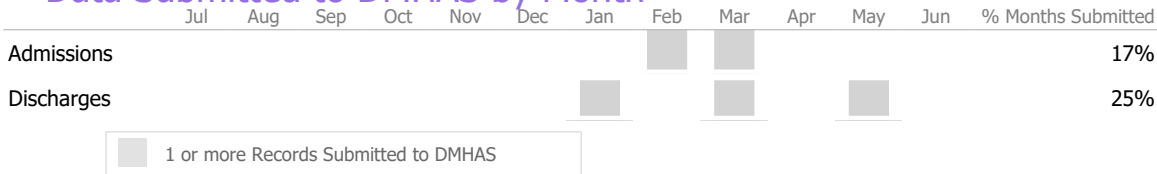
* State Avg based on 3 Active AIDS Residential Programs

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