

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	111	109	2%
	Admits	18	23	-22% ▼
	Discharges	23	22	5%
	Service Hours	1,435	1,151	25% ▲
	Bed Days	10,165	10,779	-6%

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

Consumer Satisfaction Survey (Based on 76 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		93%	80%	91%
✓ Respect		91%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		89%	80%	88%
✓ General Satisfaction		86%	80%	92%
● Outcome		79%	80%	83%
● Recovery		69%	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	44	38.9%
	Case Management	29	25.7%
	Residential Services	17	15.0%
Addiction	Residential Services	17	15.0%
Forensic MH	Crisis Services	6	5.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	10%	Male	61	55%	59%
26-34	14	13%	22%	Female	50	45%	41%
35-44	18	16%	23%	Transgender			0%
45-54	22	20%	18%				
55-64	40	36% ▲	18%				
65+	15	14%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	85	77%	68%	Black/African American	53	48% ▲	17%
Hisp-Puerto Rican	15	14%	11%	White/Caucasian	52	47% ▼	61%
Hispanic-Other	7	6%	9%	Asian	2	2%	1%
Hispanic-Mexican	3	3%	1%	Other	2	2% ▼	13%
Unknown	1	1% ▼	12%	Am. Indian/Native Alaskan	1	1%	0%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%

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 Apartments

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 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	86	204	-58% ▼

Recovery

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

Service Utilization

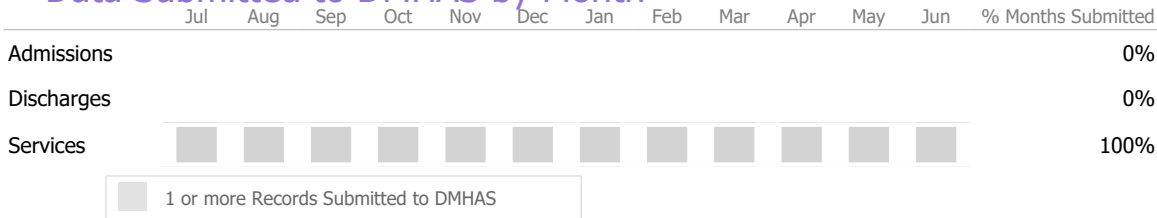
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	98%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

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

Inspirica Inc. (formerly St Luke's LifeWorks)

Mental Health - Case Management - Supportive Housing – Development

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	-	2	-100% ▼
Discharges	2	3	-33% ▼
Service Hours	102	82	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	95%	15% ▲

Service Utilization

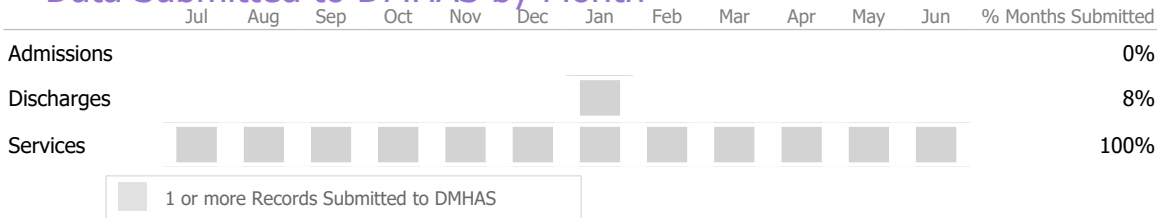
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	98%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

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	44	43	2%
Admits	7	9	-22% ▼
Discharges	7	6	17% ▲
Service Hours	1,247	865	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	85%
On-Time Periodic		
6 Month Updates	76%	83%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	65%	56%	6%

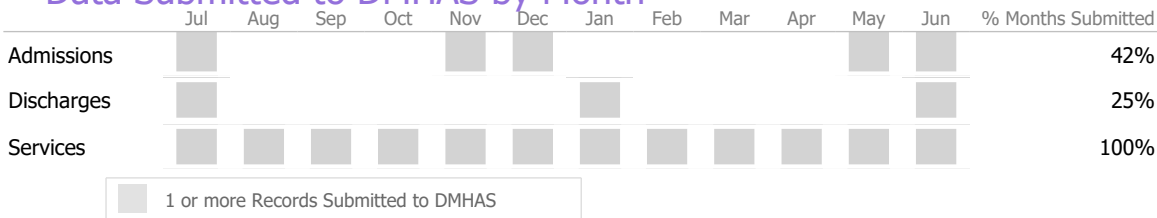
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	86%	60%	80%	26% ▲
✓ Stable Living Situation		41	93%	80%	87%	13% ▲
● Employed		5	11%	20%	14%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 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	17	18	-6%
Admits	4	5	-20% ▼
Discharges	5	5	0%
Bed Days	4,501	4,636	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	80%
6 Month Updates	90%	91%
MH Screen Complete	100%	98%
SA Screen Complete	100%	89%
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	60%	70%	0%
Follow-up within 30 Days of Discharge		1	33%	90%	80%	-57% ▼

Recovery

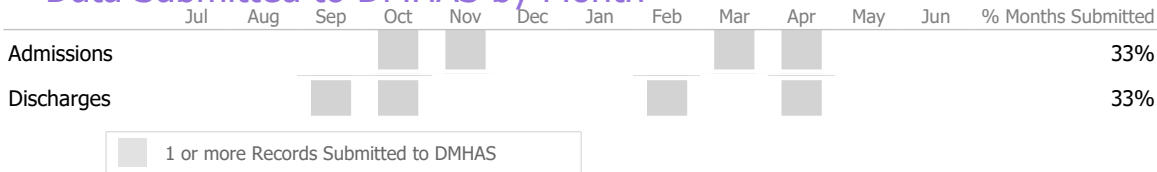
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		17	100%	95%	93%	5%
Social Support		10	59%	60%	84%	-1%
Employed		0	0%	25%	12%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,332 days	0.2	95%	90%	91%	5%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	4	3	33% ▲
Discharges	5	4	25% ▲
Bed Days	616	768	-20% ▼

Discharge Outcomes

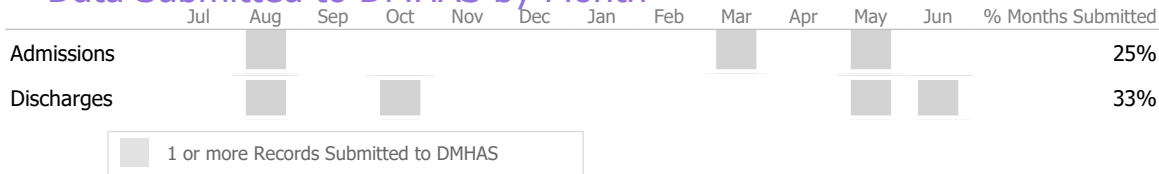
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	238 days	0.3	56%	90%	50%	-34% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	3	2	50% ▲
Discharges	4	3	33% ▲
Bed Days	5,048	5,375	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	75%

Discharge Outcomes

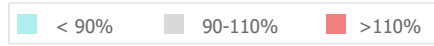
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	85%	40%	-60% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	25%	10%

Recovery

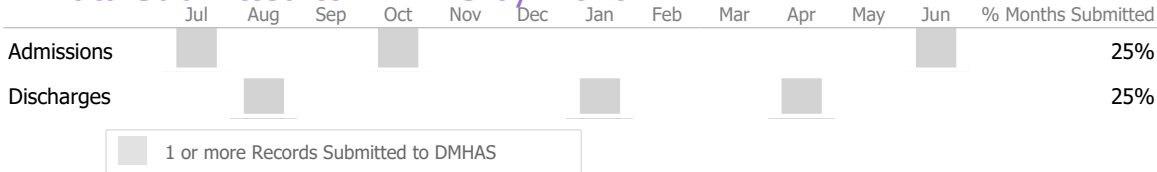
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help		5	29%	60%	36%	-31% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,242 days	0.3	92%	90%	84%	2%



Data Submitted to DMHAS by Month



* State Avg based on 3 Active AIDS Residential Programs