

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	118	108	9%
	Admits	30	14	114% ▲
	Discharges	30	17	76% ▲
	Service Hours	1,478	1,022	45% ▲
	Bed Days	6,945	7,744	-10%

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

Consumer Satisfaction Survey

(Based on 88 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		90%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
✓ Participation in Treatment		84%	80%	92%
✓ Respect		84%	80%	91%
✓ Access		81%	80%	88%
● Outcome		78%	80%	83%
● Recovery		74%	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	47	38.2%
	Case Management	34	27.6%
	Residential Services	17	13.8%
Addiction	Residential Services	20	16.3%
Forensic MH	Crisis Services	5	4.1%

Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	13	11%	20%
35-44	20	17%	24%
45-54	24	21%	18%
55-64	44	38% ▲	19%
65+	15	13%	9%

Gender	#	%	State Avg
Male	63	53%	59%
Female	55	47%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	93	79% ▲	68%
Hisp-Puerto Rican	11	9%	11%
Hispanic-Other	10	8%	9%
Hispanic-Mexican	3	3%	1%
Unknown	1	1% ▼	12%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	57	48% ▼	61%
Black/African American	53	45% ▲	17%
Other	5	4%	13%
Asian	2	2%	1%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			7%

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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	1	100% ▲
Discharges	3	1	200% ▲
Service Hours	63	66	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	94%	15% ▲

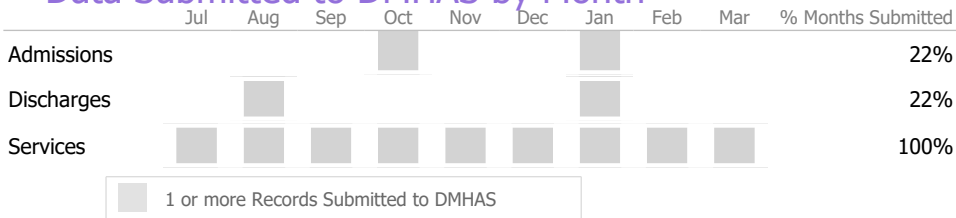
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		84% / 99%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% / 82%

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.

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	17	18	-6%
Admits	2	3	-33% ▼
Discharges	1	3	-67% ▼
Service Hours	48	86	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	94%	9%

Service Utilization

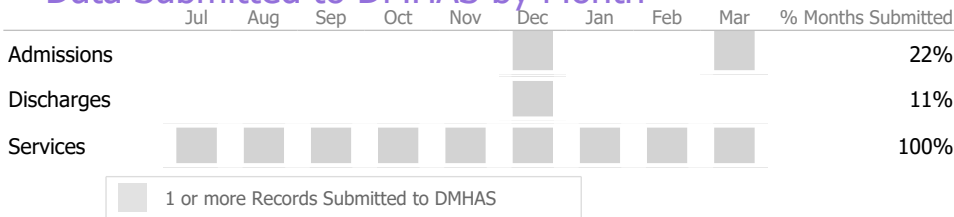
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		9	56%	90%	97%	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

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	47	40	18% ▲
Admits	10	3	233% ▲
Discharges	7	4	75% ▲
Service Hours	1,368	871	57% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	65%	55%	-8%

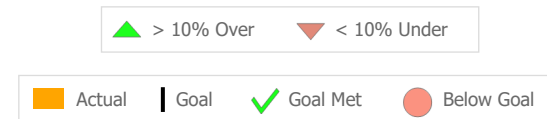
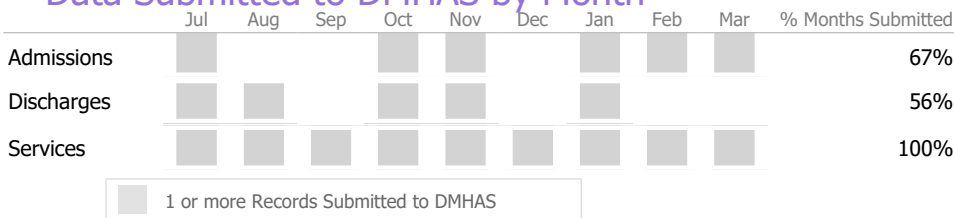
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	85%	60%	79%	25% ▲
Stable Living Situation		43	91%	80%	88%	11% ▲
Employed		5	11%	20%	15%	-9%
Improved/Maintained Function Score		12	26%	65%	30%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	98%	10%

Data Submitted to DMHAS by Month



* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	5	3	67% ▲
Discharges	6	4	50% ▲
Bed Days	3,100	3,412	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	100%	87%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	17%	60%	67%	-43% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Recovery

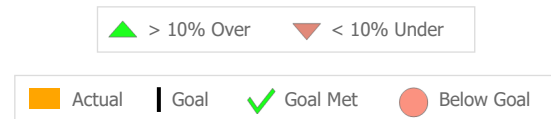
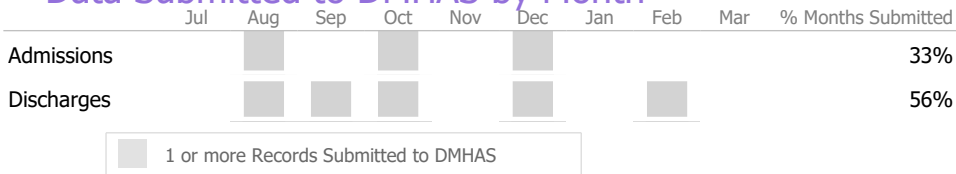
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	76%	60%	84%	16% ▲
Stable Living Situation		16	94%	95%	96%	-1%
Employed		0	0%	25%	14%	-25% ▼
Improved/Maintained Function Score		1	6%	95%	31%	-89% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,286 days	0.3	87%	90%	94%	-3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 83 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	5	4	25% ▲
Admits	4	2	100% ▲
Discharges	4	2	100% ▲
Bed Days	414	419	-1%

Discharge Outcomes

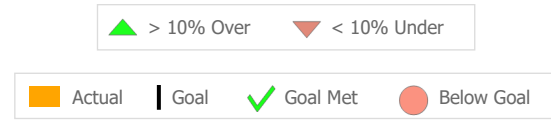
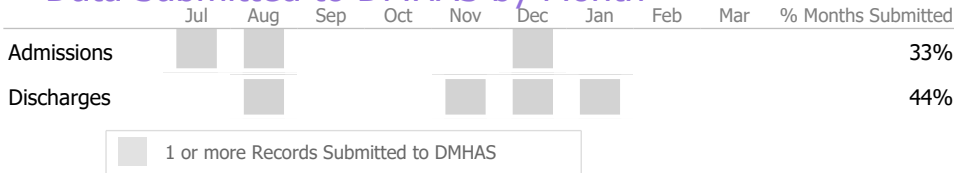
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	65%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	105 days	0.3	50%	90%	57%	-40% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	16	25% ▲
Admits	7	2	250% ▲
Discharges	9	3	200% ▲
Bed Days	3,431	3,913	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	71%	40%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	85%	62%	-29% ▼
Follow-up within 30 Days of Discharge		1	20%	90%	8%	-70% ▼

Recovery

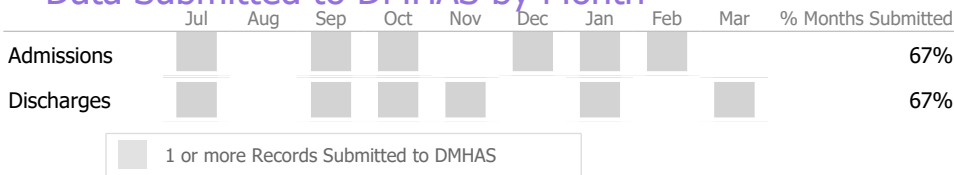
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		3	15%	60%	42%	-45% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	1,218 days	0.3	83%	90%	77%	-7%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active AIDS Residential Programs

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