

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	123	118	4%
	Admits	47	54	-13% ▼
	Discharges	49	43	14% ▲
	Service Hours	1,480	1,194	24% ▲
	Bed Days	9,861	9,406	5%

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

### Consumer Satisfaction Survey (Based on 73 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		87%	80%	83%
✓ General Satisfaction		82%	80%	92%
● Recovery		73%	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>	Residential Services	65	48.5%
	Case Management	31	23.1%
<b>Addiction</b>	Residential Services	28	20.9%
<b>Forensic MH</b>	Crisis Services	10	7.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	6	5%	▼ 16%	Male	82	67%	60%	
26-34	9	7%	▼ 23%	Female	41	33%	40%	
35-44	15	12%	20%	<b>Race</b>	White/Caucasian	59	48%	▼ 65%
45-54	45	37%	▲ 24%		Black/African American	57	46%	▲ 17%
55-64	39	32%	▲ 14%		Other	4	3%	▼ 14%
65+	8	7%	4%		Am. Indian/Native Alaskan	2	2%	1%
					Asian	1	1%	1%
<b>Ethnicity</b>	Non-Hispanic	107	87%	▲ 75%	Multiple Races			1%
	Hisp-Puerto Rican	11	9%	12%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Other	4	3%	6%	Unknown			3%
	Hispanic-Cuban	1	1%	0%				
Hispanic-Mexican			0%					
Unknown			6%					

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 2013 - June 2014 (Data as of Sep 16, 2014)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	140	201	-30% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	90%	15% ▲

## Service Utilization

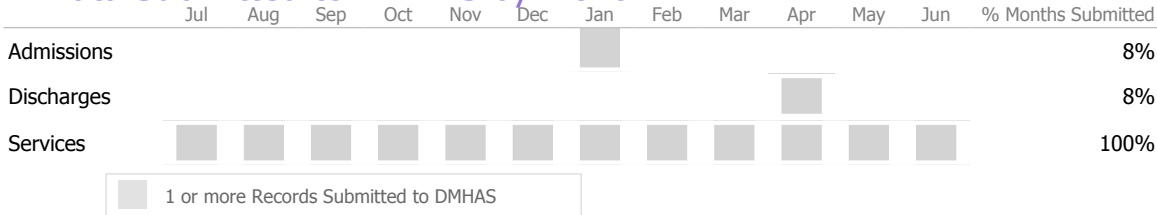
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

# 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	18	-11% ▼
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Service Hours	166	264	-37% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% ▲

## Service Utilization

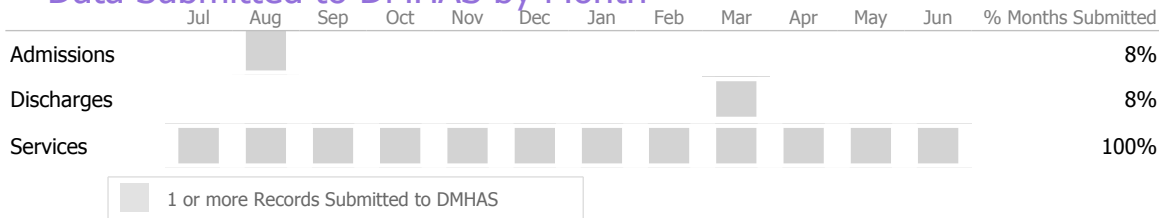
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	10	12	-17% ▼
Discharges	14	6	133% ▲
Bed Days	3,974	3,855	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	90%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	64%	60%	66%	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	83%	60%	81%	23% ▲
Stable Living Situation		22	96%	95%	96%	1%
Employed		5	22%	25%	8%	-3%
Improved/Maintained Axis V GAF Score		13	68%	95%	68%	-27% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	442 days	0.6	84%	90%	95%	-6%

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 72 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	9	5	80% ▲
Discharges	10	7	43% ▲
Bed Days	838	726	15% ▲

### Discharge Outcomes

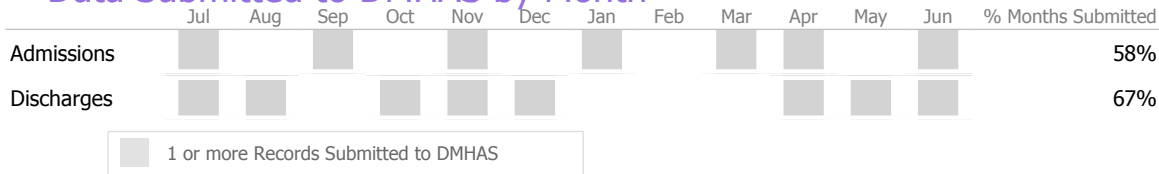
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	95%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	95%	10%

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	134 days	0.3	77%	90%	77%	-13% ▼

■ < 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	44	42	5%
Admits	11	8	38% ▲
Discharges	9	8	13% ▲
Service Hours	1,174	729	61% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	97%	91%
Cooccurring MH Screen Complete	100%	91%
SA Screen Complete	91%	91%
Diagnosis Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	50%	70%	17% ▲

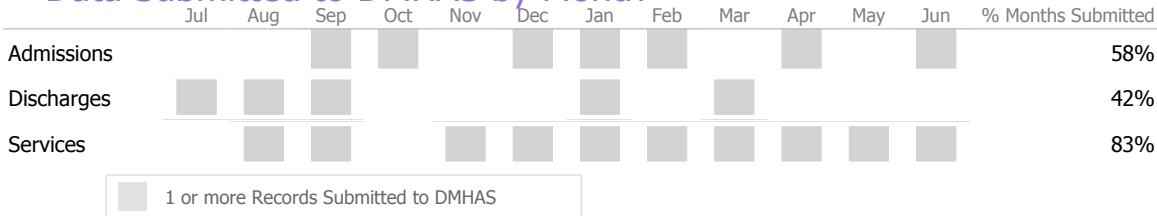
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		42	93%	60%	86%	33% ▲
Stable Living Situation		45	100%	85%	93%	15% ▲
Improved/Maintained Axis V GAF Score		37	95%	95%	68%	0%
Employed		4	9%	25%	13%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 52 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	32	-13% ▼
Admits	15	24	-38% ▼
Discharges	14	19	-26% ▼
Bed Days	5,049	4,825	5%

### Data Submitted to DMHAS by Month



\* State Avg based on 4 Active Other Programs