Marrakech Day Services
Woodbridge, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	356	396	-10%	
	Admits	131	160	-18%	▼
	Discharges	110	167	-34%	▼
	Service Hours	6,746	6,630	2%	
	Bed Days	3,110	3,303	-6%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	232	63.7%
	Case Management	117	32.1%
	Residential Services	15	4.1%

Consumer Satisfaction Survey   (Based on 117 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		97%	80%	91%
✔	Quality and Appropriateness		97%	80%	93%
✔	General Satisfaction		96%	80%	92%
✔	Participation in Treatment		95%	80%	92%
✔	Recovery		94%	80%	79%
✔	Access		94%	80%	88%
✔	Respect		93%	80%	91%
✔	Outcome		89%	80%	83%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✔ Goal Met ⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	46	13%	15%
26-34	74	21%	24%
35-44	69	19%	19%
45-54	92	26%	23%
55-64	65	18%	15%
65+	9	3%	5%

Gender

Gender	#	%	State Avg
Male	224	63%	60%
Female	132	37%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	307	86%	▲	75%
Hisp-Puerto Rican	27	8%		12%
Hispanic-Other	19	5%		7%
Unknown	2	1%		5%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
Black/African American	175	49%	▲	17%
White/Caucasian	134	38%	▼	65%
Other	39	11%		13%
Multiple Races	4	1%		1%
Am. Indian/Native Alaskan	3	1%		0%
Unknown	1	0%		3%
Asian				1%
Hawaiian/Other Pacific Islander				0%

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

Community Support Services - wrap around 256
Marrakech Day Services
Mental Health - Recovery Support - Specialing

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 5 Active Specialing Programs

Gilbert St. - YAS   910-252
Marrakech Day Services
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	10	20%	▲
Admits	5	4	25%	▲
Discharges	4	1	300%	▲
Bed Days	1,868	2,155	-13%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	60%	65%	-35%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	99%

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

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		94%	81%
✓	SA Screen Complete		94%	80%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	100%
✓	Valid Axis V GAF Score		100%	94%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		12	100%	60%	88%	40%	▲
✓	Stable Living Situation		12	100%	95%	97%	5%	
🔴	Employed		2	17%	25%	8%	-8%	
🔴	Improved/Maintained Axis V GAF Score		7	70%	95%	70%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		10	644 days	0.4	68%	90%	93%	-22%	▼
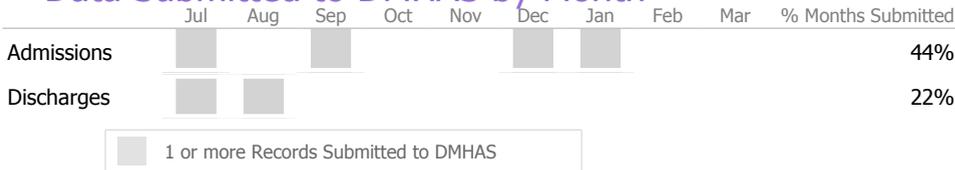
☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐		☐			☐	☐			44%
Discharges	☐	☐								22%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Outreach & Engagement 901-279
Marrakech Day Services
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	33	-9%	
Admits	11	16	-31%	▼
Discharges	13	14	-7%	
Service Hours	1,045	837	25%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		11	100%	50%	82%	50%	▲

Data Submitted to DMHAS by Month
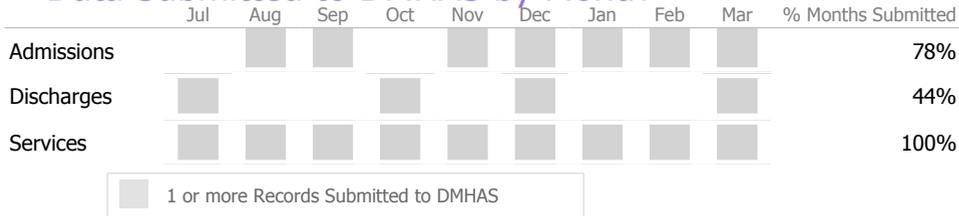
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▩	▩		▩	▩	▩	▩	▩	78%
Discharges	▩			▩		▩			▩	44%
Services	▩	▩	▩	▩	▩	▩	▩	▩	▩	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▩ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Sherman Ave. - YAS 910-254
Marrakech Day Services
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	3	2	50%	▲
Discharges	3	1	200%	▲
Bed Days	1,242	1,148	8%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	33%	60%	65%	-27%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	81%
✓ SA Screen Complete		100%	80%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	94%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	86%	60%	88%	26%	▲
✓	Stable Living Situation		7	100%	95%	97%	5%	
🔴	Employed		0	0%	25%	8%	-25%	▼
🔴	Improved/Maintained Axis V GAF Score		3	43%	95%	70%	-52%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		4	508 days	0.3	113%	90%	93%	23%	▲
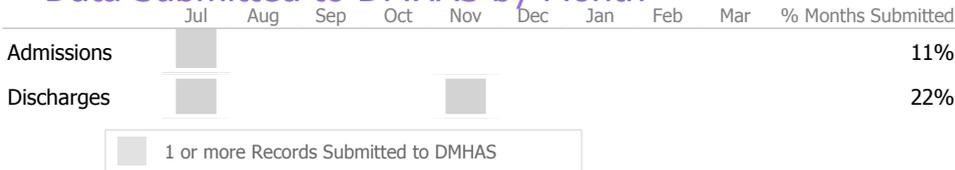
☐ < 90%	▢ 90-110%	▰ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢									11%
Discharges	▢			▢						22%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

SHP - Work Services - New Haven 910-271
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	28	-4%	
Admits	10	11	-9%	
Discharges	8	10	-20%	▼
Service Hours	621	881	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		4	15%	35%	40%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪			▪	▪			56%
Discharges	▪		▪	▪	▪	▪		▪	▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs

Whalley UM Taking Init 910-322
Marrakech Day Services
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
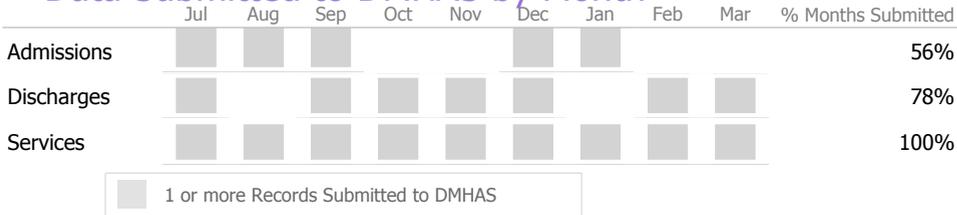
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	114	-19%	▼
Admits	43	50	-14%	▼
Discharges	34	52	-35%	▼
Service Hours	-	-		

Service Engagement
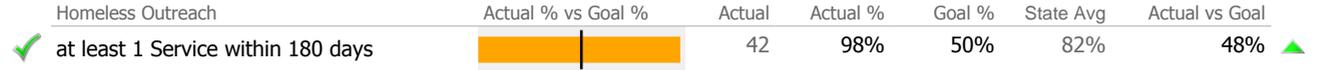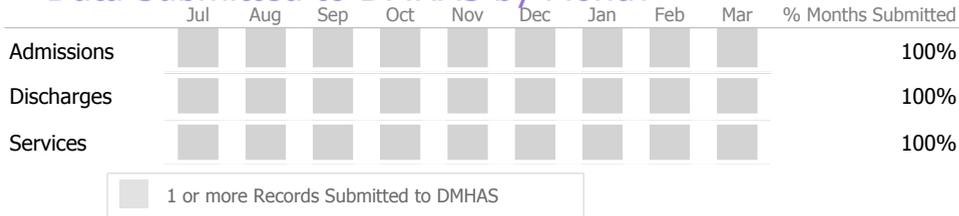
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		42	98%	50%	82%	48%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Work Services - New Haven 910-270
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	92	-3%	
Admits	20	29	-31%	▼
Discharges	14	30	-53%	▼
Service Hours	1,883	2,523	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		46	52%	35%	40%	17%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		78	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
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 40 Active Employment Services Programs

Work Services - Stamford 910-272
Marrakech Day Services
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
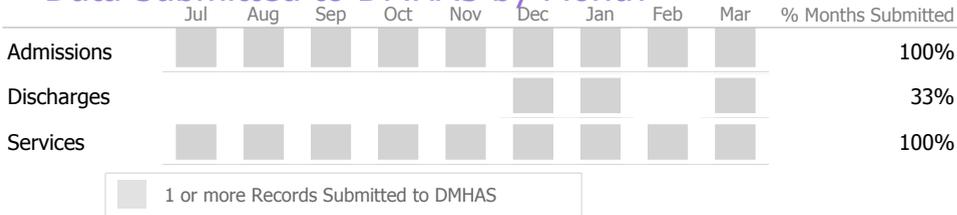
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	129	-10%	▼
Admits	39	48	-19%	▼
Discharges	34	59	-42%	▼
Service Hours	3,196	2,388	34%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		58	50%	35%	40%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		95	99%	90%	96%	9%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

YAS Money Management Service
Marrakech Day Services
Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 1 Active Fiduciary Programs