

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	25	21	19%	▲
	Admits	10	11	-9%	
	Discharges	7	6	17%	▲
	Service Hours	-	-	-	
	Bed Days	6,381	5,082	26%	▲

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

### Consumer Satisfaction Survey

(Based on 16 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		93%	80%	88%
✓ Outcome		92%	80%	83%
✓ Respect		86%	80%	91%
✓ Quality and Appropriateness		80%	80%	93%
✓ Participation in Treatment		80%	80%	92%
● Recovery		79%	80%	79%
● Overall		75%	80%	91%
● General Satisfaction		63%	80%	92%

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	25	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	23	92%	▲ 14%
26-34	2	8%	▼ 24%
35-44			▼ 20%
45-54			▼ 22%
55-64			▼ 16%
65+			5%

Gender	#	%	State Avg
Male	22	88%	▲ 60%
Female	3	12%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	15	60%	▼ 74%
Hispanic-Other	7	28%	▲ 7%
Hisp-Puerto Rican	3	12%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
Black/African American	9	36%	▲ 16%
Other	6	24%	▲ 13%
White/Caucasian	6	24%	▼ 65%
Unknown	3	12%	3%
Multiple Races	1	4%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

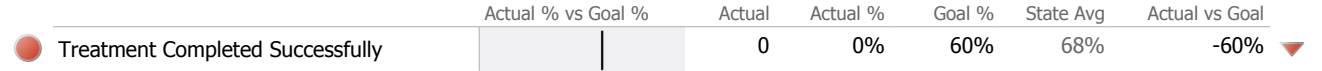
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	2	3	-33% ▼
Discharges	3	2	50% ▲
Bed Days	1,285	1,399	-8%

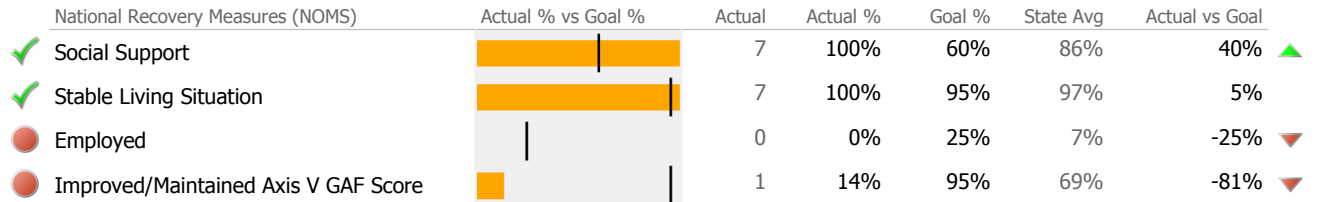
### Data Submission Quality



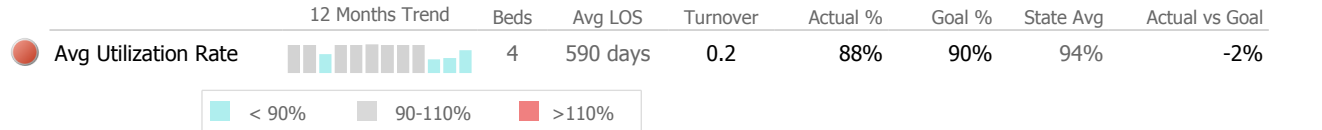
### Discharge Outcomes



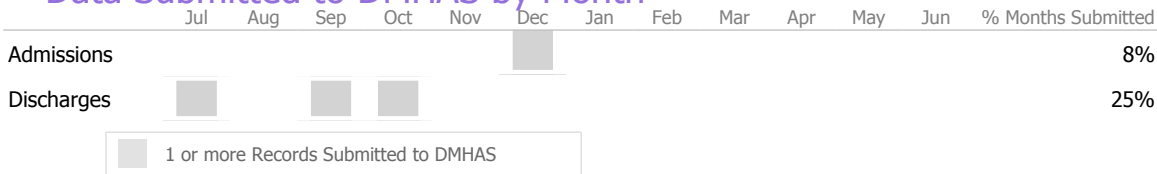
### Recovery



### Bed Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ▲ Goal Met ● Below Goal

\* State Avg based on 70 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	3	2	50% ▲
Discharges	1	1	0%
Bed Days	1,887	1,239	52% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	17%	84%
Cooccurring		
MH Screen Complete	0%	86%
SA Screen Complete	0%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	57%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	68%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

### Recovery

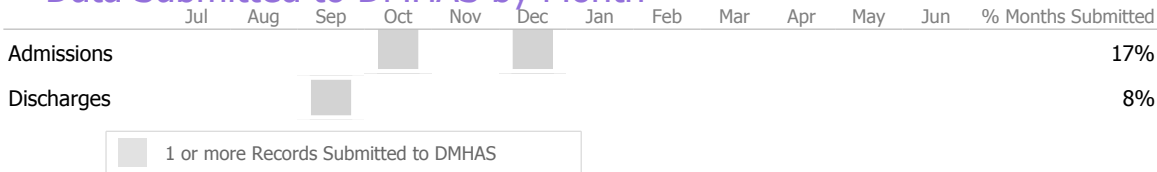
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	86%	26% ▲
Stable Living Situation		7	100%	95%	97%	5%
Employed		0	0%	25%	7%	-25% ▼
Improved/Maintained Axis V GAF Score		1	14%	95%	69%	-81% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	540 days	0.1	172%	90%	94%	82% ▲

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 70 Active Supervised Apartments Programs

# Standard 266

My People Clinical Services LLC

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	11	18% ▲
Admits	5	6	-17% ▼
Discharges	3	3	0%
Bed Days	3,209	2,444	31% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	69%	96%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	68%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	78%	10%

## Recovery

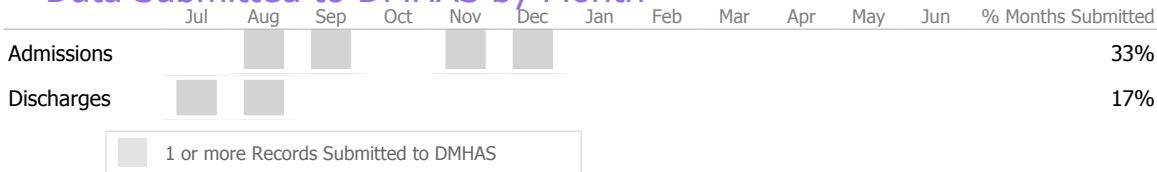
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	86%	40% ▲
✓ Stable Living Situation		13	100%	95%	97%	5%
● Employed		1	8%	25%	7%	-17% ▼
● Improved/Maintained Axis V GAF Score		2	15%	95%	69%	-80% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	533 days	0.2	110%	90%	94%	20% ▲

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 70 Active Supervised Apartments Programs