Inspirica Inc. (formerly St Luke's LifeWorks)
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	124	130	-5%	
	Admits	34	38	-11%	▼
	Discharges	23	37	-38%	▼
	Service Hours	2,981	2,465	21%	▲
	Bed Days	8,135	8,162	0%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Community Support		46	36.8%
	Case Management		34	27.2%
	Residential Services		17	13.6%
Addiction				
	Residential Services		20	16.0%
Forensic MH				
	Crisis Services		8	6.4%

Consumer Satisfaction Survey   (Based on 86 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		95%	80%	91%
✓	General Satisfaction		93%	80%	92%
✓	Participation in Treatment		92%	80%	92%
✓	Overall		91%	80%	91%
✓	Access		91%	80%	88%
✓	Quality and Appropriateness		90%	80%	93%
✓	Outcome		84%	80%	83%
●	Recovery		73%	80%	79%

Satisfied %		Goal %		0-80%		80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

		#	%		State Avg
18-25		4	3%		12%
26-34		21	17%		24%
35-44		9	7%	▼	21%
45-54		42	34%	▲	20%
55-64		39	31%	▲	17%
65+		9	7%		6%

Gender

		#	%		State Avg
Male		63	51%		60%
Female		61	49%		40%
Transgender					0%

Ethnicity

		#	%	State Avg
Non-Hispanic		97	78%	71%
Hisp-Puerto Rican		19	15%	13%
Hispanic-Other		8	6%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				9%

Race

		#	%		State Avg
Black/African American		59	48%	▲	16%
White/Caucasian		57	46%	▼	63%
Other		3	2%	▼	14%
Multiple Races		2	2%		1%
Am. Indian/Native Alaskan		1	1%		1%
Asian		1	1%		1%
Unknown		1	1%		5%
Hawaiian/Other Pacific Islander					0%

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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	2	2	0%	
Discharges	1	2	-50%	▼
Service Hours	736	558	32%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		15	88%	85%	92%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		14%	79%
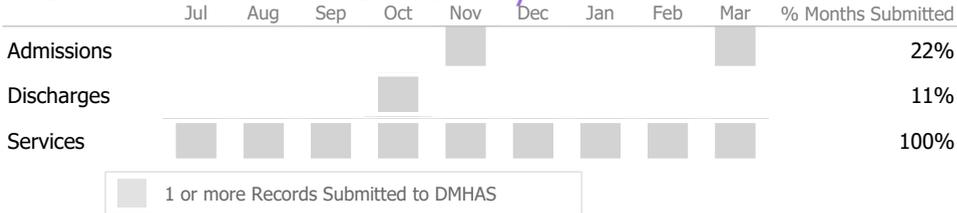
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▪				▪	22%
Discharges				▪						11%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Colony Apartments 120-261
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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	18	-6%	
Admits	1	3	-67%	▼
Discharges	-	2	-100%	▼
Service Hours	986	748	32%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		17	100%	85%	92%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪							11%
Discharges										0%
Services		▪	▪	▪	▪	▪	▪	▪	▪	89%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Gilead CSP
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
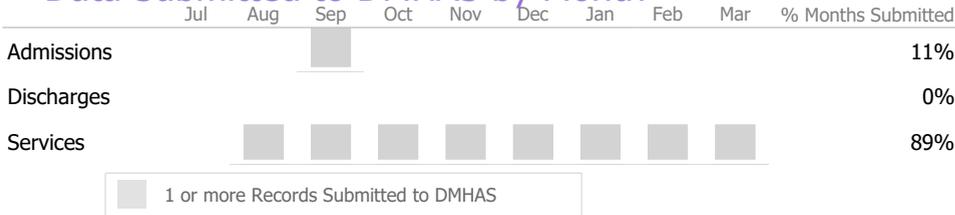
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	47	-2%	▼
Admits	14	14	0%	
Discharges	6	14	-57%	▼
Service Hours	1,259	1,159	9%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		62%	82%

Cooccurring		Actual	State Avg
MH Screen Complete		64%	90%
SA Screen Complete		64%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	17%	65%	69%	-48%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		38	83%	60%	82%	23%	▲
✓	Improved/Maintained Axis V GAF Score		32	80%	65%	65%	15%	▲
🔴	Stable Living Situation		34	74%	80%	92%	-6%	
🔴	Employed		5	11%	20%	13%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		40	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										44%
Services										100%

☐ 1 or more Records Submitted to DMHAS
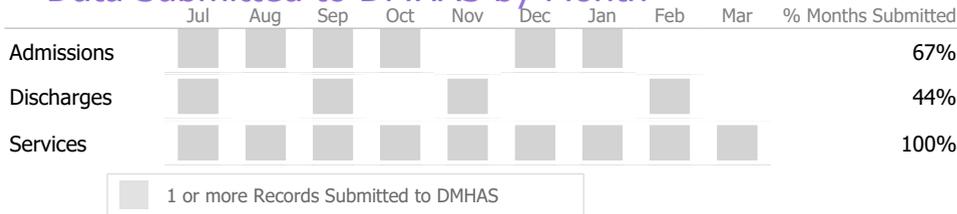
▲ > 10% Over   ▼ < 10% Under

■ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 37 Active CSP Programs

Gilead House 120-250
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	18	-6%	▼
Admits	5	5	0%	
Discharges	4	5	-20%	▼
Bed Days	3,532	3,498	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
SA Screen Complete		80%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		88%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	50%	60%	68%	-10%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Follow-up within 30 Days of Discharge		1	50%	90%	65%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		14	82%	60%	82%	22%	▲
✓ Stable Living Situation		17	100%	95%	96%	5%	
🔴 Employed		3	18%	25%	13%	-7%	
🔴 Improved/Maintained Axis V GAF Score		2	13%	95%	65%	-82%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	777 days	0.3	99%	90%	94%	9%

🔵 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	⬜			⬜	⬜				⬜	44%
Discharges	⬜			⬜					⬜	33%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Gilead Jail Div Respite 120251
Inspirica Inc. (formerly St Luke's LifeWorks)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	6	6	0%	
Discharges	6	6	0%	
Bed Days	578	668	-13%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		6	100%	85%	100%	15%	▲
🔴	Follow-up within 30 Days of Discharge		2	67%	90%	89%	-23%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		3	108 days	0.3	70%	90%	96%	-20%	▼

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■			■	■			■	■	56%
Discharges	■			■	■			■	■	56%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 4 Active Respite Bed Programs

McKinney Res. Aids 460832
Inspirica Inc. (formerly St Luke's LifeWorks)
Addiction - Residential Services - AIDS Residential

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	23	-13%	▼
Admits	6	8	-25%	▼
Discharges	6	8	-25%	▼
Bed Days	4,025	3,996	1%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	33%	85%	59%	-52%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Follow-up within 30 Days of Discharge		0	0%	90%	18%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help		11	55%	60%	72%	-5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	695 days	0.3	98%	90%	87%	8%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪							▪	33%
Discharges	▪	▪							▪	33%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
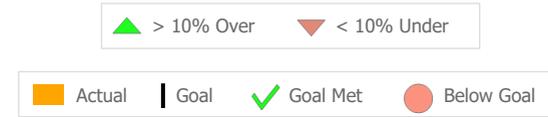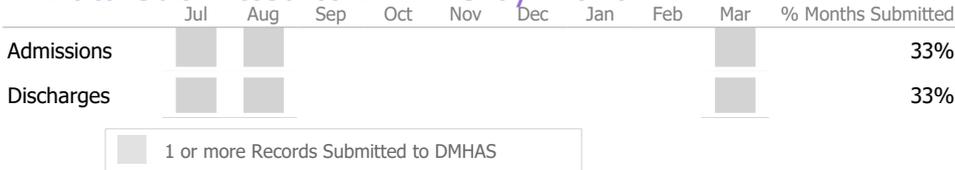
* State Avg based on 3 Active AIDS Residential Programs