

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	25	15	67%	▲
	Admits	10	3	233%	▲
	Discharges	7	2	250%	▲
	Service Hours	-	-	-	
	Bed Days	2,761	2,354	17%	▲

▲ > 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	#	%
Mental Health	Residential Services	25	100.0%

Client Demographics

Age	#	%	State Avg
18-25	23	92%	▲ 13%
26-34	2	8%	▼ 23%
35-44			▼ 19%
45-54			▼ 22%
55-64			▼ 17%
65+			5%

Gender	#	%	State Avg
Male	22	88%	▲ 59%
Female	3	12%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	15	60%	▼ 74%
Hispanic-Other	7	28%	▲ 7%
Hisp-Puerto Rican	3	12%	12%
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	4	75% ▲
Admits	2	-	
Discharges	3	-	
Bed Days	561	736	-24% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	72%	-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		7	100%	60%	86%	40% ▲
Stable Living Situation		7	100%	95%	97%	5%
Employed		0	0%	25%	7%	-25% ▼
Improved/Maintained Axis V GAF Score		1	20%	95%	66%	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	478 days	0.4	76%	90%	93%	-14% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							50%

Legend: ■ 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	3	133% ▲
Admits	3	-	
Discharges	1	-	
Bed Days	801	552	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	92%
Cooccurring MH Screen Complete	0%	86%
SA Screen Complete	0%	86%
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%	72%	-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	25%	95%	66%	-70% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	418 days	0.3	145%	90%	93%	55% ▲

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 73 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	8	63% ▲
Admits	5	3	67% ▲
Discharges	3	2	50% ▲
Bed Days	1,399	1,066	31% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	72%	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		12	92%	60%	86%	32% ▲
● Stable Living Situation		12	92%	95%	97%	-3%
● Employed		2	15%	25%	7%	-10% ▼
● Improved/Maintained Axis V GAF Score		2	25%	95%	66%	-70% ▼

Data Submission Quality

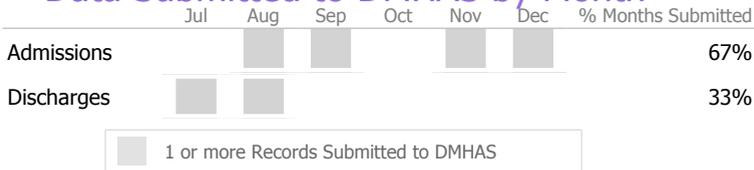
Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		92%
Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	399 days	0.4	95%	90%	93%	5%

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 73 Active Supervised Apartments Programs