Marrakech Day Services
Woodbridge, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	345	325	6%	
	Admits	112	99	13%	▲
	Discharges	126	68	85%	▲
	Service Hours	2,897	4,667	-38%	▼
	Bed Days	1,875	2,036	-8%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	237	67.1%
	Case Management	92	26.1%
	Residential Services	14	4.0%
	Recovery Support	10	2.8%

Consumer Satisfaction Survey

(Based on 120 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Recovery		90%	80%	79%
✓ Outcome		87%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	47	14%	13%
26-34	70	20%	23%
35-44	59	17%	19%
45-54	94	27%	22%
55-64	63	18%	17%
65+	12	3%	5%

Gender	#	%	State Avg
Male	211	61%	59%
Female	134	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	279	81%	74%
Hisp-Puerto Rican	36	10%	12%
Hispanic-Other	26	8%	7%
Hispanic-Cuban	2	1%	0%
Unknown	2	1%	6%
Hispanic-Mexican			1%

Race	#	%		State Avg
Black/African American	160	46%	▲	16%
White/Caucasian	128	37%	▼	65%
Other	45	13%		13%
Multiple Races	6	2%		1%
Asian	3	1%		1%
Unknown	2	1%		3%
Am. Indian/Native Alaskan	1	0%		1%
Hawaiian/Other Pacific Islander				0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	5	-	
Discharges	-	-	
Service Hours	57	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■			■	■	■	67%
Discharges							0%
Services	■	■	■	■	■	■	100%

■ 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

Discretionary Discharge Fiduciary
Marrakech Day Services
Mental Health - Other - Fiduciary

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	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	11	-9%	
Admits	2	4	-50%	▼
Discharges	4	4	0%	
Bed Days	1,354	1,158	17%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	25%	92%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■				33%
Discharges	■					■	33%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	75%	60%	72%	15%	▲
● Follow-up within 30 Days of Discharge		2	67%	90%	78%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		8	80%	60%	86%	20%	▲
✓ Stable Living Situation		10	100%	95%	97%	5%	
● Employed		0	0%	25%	7%	-25%	▼
● Improved/Maintained Axis V GAF Score		4	50%	95%	66%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		10	320 days	0.6	74%	90%	93%	-16%	▼

■ < 90% ■ 90-110% ■ >110%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	25	20%	▲
Admits	14	6	133%	▲
Discharges	9	10	-10%	
Service Hours	623	713	-13%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		14	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■	■	■	■	83%
Discharges			■	■	■	■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 39 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29%
Admits	1	3	-67%
Discharges	2	3	-33%
Bed Days	521	878	-41%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	92%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	100%	86%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							33%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	72%	-10%

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	100%	95%	97%	5%
Social Support		2	40%	60%	86%	-20%
Employed		0	0%	25%	7%	-25%
Improved/Maintained Axis V GAF Score		2	50%	95%	66%	-45%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	324 days	0.6	71%	90%	93%	-19%

< 90% 90-110% >110%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	25	-4%	
Admits	11	8	38%	▲
Discharges	8	5	60%	▲
Service Hours	213	429	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		8	33%	35%	44%	-2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	94%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■	■	■	■	83%
Discharges		■	■	■	■	■	83%
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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	85	-22%	▼
Admits	21	35	-40%	▼
Discharges	19	29	-34%	▼
Service Hours	-	-		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		21	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■		83%
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 39 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	79	34%	▲
Admits	27	10	170%	▲
Discharges	28	4	600%	▲
Service Hours	935	1,306	-28%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		44	42%	35%	44%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		77	99%	90%	94%	9%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	108	-2%	
Admits	27	31	-13%	▼
Discharges	54	13	315%	▲
Service Hours	994	2,218	-55%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		43	39%	35%	44%	4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		55	100%	90%	94%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 Discretionary Discharge Fiduciary
Marrakech Day Services
Mental Health - Other - Fiduciary

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

YAS Vocational Program
Marrakech Day Services
Mental Health - Employment Services - Employment Services

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	11	3	267%	▲
Admits	4	2	100%	▲
Discharges	2	-		
Service Hours	75	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		7	64%	35%	44%	29%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■		■	■	67%
Discharges		■			■		33%
Services				■	■	■	50%

■ 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