Marrakech Day Services
Woodbridge, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	260	273	-5%
	Admits	34	26	31% ▲
	Discharges	45	36	25% ▲
	Service Hours	931	1,317	-29% ▼
	Bed Days	865	1,191	-27% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	154	58.3%
	Case Management	90	34.1%
	Residential Services	12	4.5%
	Recovery Support	8	3.0%

Consumer Satisfaction Survey

(Based on 109 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Access		94%	80%	88%
✓ Respect		92%	80%	91%
✓ Recovery		88%	80%	79%
✓ Outcome		87%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	53	20%	10%
26-34	42	16%	22%
35-44	45	17%	20%
45-54	57	22%	21%
55-64	49	19%	19%
65+	14	5%	7%

Gender	#	%	State Avg
Male	165	63%	58%
Female	95	37%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	218	84% ▲	71%
Hispanic-Other	23	9%	7%
Hisp-Puerto Rican	16	6%	13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	8%

Race	#	%	State Avg
Black/African American	136	52% ▲	16%
White/Caucasian	79	30% ▼	63%
Other	35	13%	13%
Multiple Races	5	2%	1%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	1%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	-	-		
Discharges	1	2	-50%	▼
Service Hours	73	228	-68%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		■		33%
Services		■		33%

■ 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 3 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	9	-33%	▼
Admits	1	1	0%	
Discharges	-	-		
Bed Days	478	823	-42%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	80%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	96%
✓ Valid Axis V GAF Score	100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	83%	60%	80%	23%	▲
✓ Stable Living Situation		6	100%	95%	92%	5%	
● Employed		0	0%	25%	11%	-25%	▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	59%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		10	312 days	1.7	52%	90%	95%	-38%	▼

< 90% 90-110% >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	29	-41%
Admits	-	1	-100%
Discharges	2	7	-71%
Service Hours	51	206	-75%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	4	50%	▲
Admits	3	-		
Discharges	1	-		
Bed Days	387	368	5%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	80%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	96%
✓ Valid Axis V GAF Score	100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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		0	0%	60%	63%	-60%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	83%	60%	80%	23%	▲
✓ Stable Living Situation		6	100%	95%	92%	5%	
● Employed		0	0%	25%	11%	-25%	▼
● Improved/Maintained Axis V GAF Score		1	25%	95%	59%	-70%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	297 days	0.8	84%	90%	95%	-6%

< 90% 90-110% >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	12	17%	▲
Admits	1	-		
Discharges	4	1	300%	▲
Service Hours	71	28	153%	▲

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	% Months Submitted
Admissions	■			33%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		5	36%	35%	44%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 41 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	71	4%	
Admits	15	12	25%	▲
Discharges	15	19	-21%	▼
Service Hours	-	-		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		15	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	70	0%	
Admits	4	1	300%	▲
Discharges	13	5	160%	▲
Service Hours	308	330	-7%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		30	43%	35%	44%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		57	98%	90%	93%	8%

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	% 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 41 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	58	-10%	▼
Admits	9	7	29%	▲
Discharges	5	2	150%	▲
Service Hours	317	382	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		27	52%	35%	44%	17%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		47	100%	90%	93%	10%

Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	97%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
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 41 Active Employment Services Programs

YAS Fiduciary - 277
Marrakech Day Services
Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 3 Active Fiduciary Programs

YAS Fiduciary - BPT
Marrakech Day Services
Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 3 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	1	4	-75% ▼
Discharges	4	-	
Service Hours	111	143	-22% ▼

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	% Months Submitted
Admissions	■			33%
Discharges		■	■	67%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		6	33%	35%	44%	-2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	100%	90%	93%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 41 Active Employment Services Programs