

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	40	40	0%
	Admits	5	1	400%
	Discharges	4	1	300% ▲
	Service Hours	118	130	-10%
	Bed Days	2,190	2,386	-8%

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

### Consumer Satisfaction Survey (Based on 31 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		87%	80%	91%
✓ Outcome		87%	80%	83%
✓ Overall		84%	80%	91%
✓ Access		83%	80%	88%
✓ Recovery		81%	80%	79%

■ 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	27	67.5%
	Case Management	13	32.5%

### Client Demographics

Age	#	%	State Avg
18-25	4	10%	8%
26-34	10	25%	21%
35-44	10	25%	22%
45-54	6	15%	20%
55-64	7	18%	20%
65+	3	8%	9%

Gender	#	%	State Avg
Male	26	65%	58%
Female	14	35%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	31	78%	69%
Hisp-Puerto Rican	5	13%	12%
Hispanic-Other	4	10%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			11%

Race	#	%	State Avg
White/Caucasian	21	53%	63% ▼
Black/African American	11	28%	16% ▲
Other	7	18%	13%
Asian	1	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	2	1	100% ▲
Discharges	3	1	200% ▲
Bed Days	609	730	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	84%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	80%	94%	20% ▲
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	94%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	88%	40% ▲
✓ Stable Living Situation		10	100%	90%	99%	10%
✓ Improved/Maintained Axis V GAF Score		7	100%	95%	69%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	717 days	0.8	83%	90%	89%	-7%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	3	-	
Discharges	1	-	
Bed Days	1,581	1,656	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	74%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	100%	82%
SA Screen Complete	100%	67%
Diagnosis		
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	95%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	84%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	100%	60%	84%	40% ▲
Stable Living Situation		19	100%	95%	92%	5%
Employed		2	11%	25%	8%	-14% ▼
Improved/Maintained Axis V GAF Score		14	93%	95%	58%	-2%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,406 days	0.9	95%	90%	101%	5%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	-	
Discharges	-	-	
Service Hours	118	130	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	88%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		87%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 101 Active Supportive Housing – Scattered Site Programs