

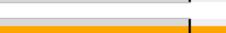
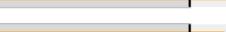
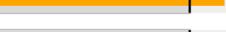
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	21	23	-9%
	Admits		2	-100% ▼
	Discharges		2	-100% ▼
	Service Hours	199	446	-55% ▼
	Bed Days	736	736	0%

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

Consumer Satisfaction Survey

(Based on 17 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	 100%	100%	80%	93%
✓ General Satisfaction	 100%	100%	80%	92%
✓ Overall	 100%	100%	80%	91%
✓ Access	 100%	100%	80%	88%
✓ Participation in Treatment	 94%	94%	80%	92%
✓ Outcome	 94%	94%	80%	83%
✓ Respect	 88%	88%	80%	91%
● Recovery	 71%	71%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		17	81.0%
Residential Services		4	19.0%

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34	2	10% ▼	21%
35-44	1	5% ▼	22%
45-54	9	43% ▲	19%
55-64	8	38% ▲	20%
65+	1	5%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	15	71%	70%
Hisp-Puerto Rican	4	19%	12%
Hispanic-Other	2	10%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown		10%	

Gender	#	%	State Avg
Male	12	57%	58%
Female	9	43%	42%
Transgender			0%

Race	#	%	State Avg
Black/African American	10	48% ▲	17%
White/Caucasian	7	33% ▼	62%
Other	2	10%	13%
Multiple Races	1	5%	1%
Unknown	1	5%	6%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

 Unique Clients |  State Avg |  > 10% Over State Avg |  > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	84	199	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	6	100%	85%	90%	15% ▲

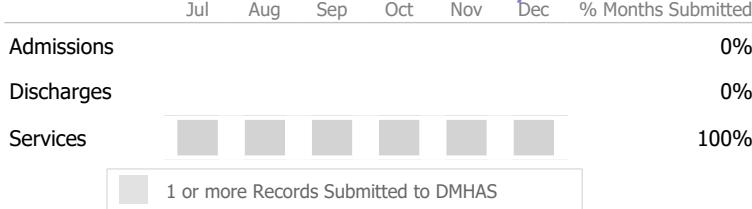
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	6	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	83%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	75%
✓ On-Time Periodic 6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	69%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	79%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	83%	40% ▲
✓ Stable Living Situation		4	100%	95%	93%	5% ▼
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	4	4,151 days	0.5	100%	90%	93%	10%



Data Submitted to DMHAS by Month

	% Months Submitted
Admissions	0%
Discharges	0%



▲ > 10% Over ▼ < 10% Under



* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	13	-15%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	115	247	-53%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	100%	85%	90%	15%	▲

Service Utilization

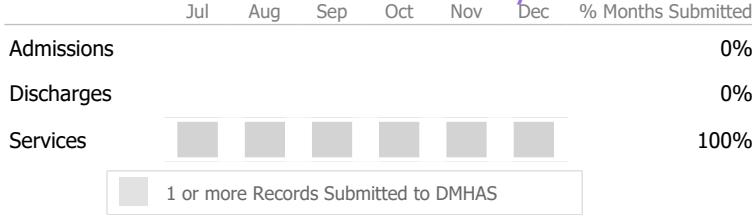
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	11	100%	90%	95%	10%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 101 Active Supportive Housing – Scattered Site Programs