

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	42	44	-5%
	Admits	7	5	40% ▲
	Discharges	6	3	100% ▲
	Service Hours	234	278	-16% ▼
	Bed Days	4,493	4,783	-6%

▲ > 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	#	%
Mental Health	Residential Services	28	66.7%
	Case Management	14	33.3%

Client Demographics

Age	#	%	State Avg
18-25	4	10%	9%
26-34	10	24%	21%
35-44	10	24%	22%
45-54	7	17%	19%
55-64	8	19%	20%
65+	3	7%	8%

Gender	#	%	State Avg
Male	27	64%	58%
Female	15	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	33	79%	70%
Hisp-Puerto Rican	5	12%	12%
Hispanic-Other	4	10%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	22	52%	62%
Black/African American	12	29%	17% ▲
Other	7	17%	13%
Asian	1	2%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	1,316	1,443	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	91%
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		3	100%	80%	94%	20% ▲
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	97%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	91%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	90%	40% ▲
✓ Stable Living Situation		11	100%	90%	100%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	659 days	0.4	89%	90%	90%	-1%		

Legend: ■ < 90% ■ 90-110% ■ > 110%

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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	3	1	200% ▲
Discharges	2	-	
Bed Days	3,177	3,340	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic		
6 Month Updates	93%	87%
Co-occurring		
MH Screen Complete	100%	84%
SA Screen Complete	100%	69%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	79%	-60% ▼
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		19	100%	60%	83%	40% ▲
Stable Living Situation		19	100%	95%	93%	5%
Employed		2	11%	25%	9%	-14% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,458 days	0.5	96%	90%	93%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

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

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	1	1	0%
Discharges	1	-	
Service Hours	234	278	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	90%	15% ▲

Service Utilization

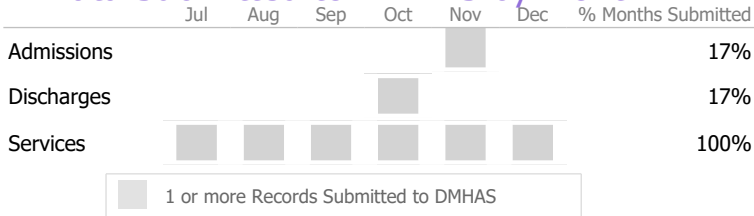
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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