

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Up	Unique Clients	42	44	-5%
Up	Admits	7	5	40% <span style="color: green;">▲</span>
Up	Discharges	6	3	100% <span style="color: green;">▲</span>
Down	Service Hours	234	278	-16% <span style="color: red;">▼</span>
Up	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	<div style="width: 97%;"><span style="color: orange;">█</span></div>	97%	80%	92%
✓ General Satisfaction	<div style="width: 94%;"><span style="color: orange;">█</span></div>	94%	80%	92%
✓ Quality and Appropriateness	<div style="width: 90%;"><span style="color: orange;">█</span></div>	90%	80%	93%
✓ Respect	<div style="width: 87%;"><span style="color: orange;">█</span></div>	87%	80%	91%
✓ Outcome	<div style="width: 87%;"><span style="color: orange;">█</span></div>	87%	80%	83%
✓ Overall	<div style="width: 84%;"><span style="color: orange;">█</span></div>	84%	80%	91%
✓ Access	<div style="width: 83%;"><span style="color: orange;">█</span></div>	83%	80%	88%
✓ Recovery	<div style="width: 81%;"><span style="color: orange;">█</span></div>	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	<div style="width: 66.7%;"><span style="color: orange;">█</span></div>	28	66.7%
Case Management	<div style="width: 33.3%;"><span style="color: orange;">█</span></div>	14	33.3%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		Male	Female	Transgender
18-25	1	10%	9%	Male	27	64%	58%
26-34	10	24%	21%	Female	15	36%	42%
35-44	10	24%	22%	Transgender			0%
45-54	7	17%	19%				
55-64	8	19%	20%				
65+	3	7%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg	
	White/Caucasian	Black/African American	Other	Asian	Am. Indian/Native Alaskan	Multiple Races	Hawaiian/Other Pacific Islander	Unknown
Non-Hispanic	33	79%	70%					
Hisp-Puerto Rican	5	12%	12%					
Hispanic-Other	4	10%	8%					
Hispanic-Cuban			0%					
Hispanic-Mexican			0%					
Unknown		10%						

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

## 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%

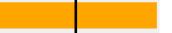
## Discharge Outcomes

	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%

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
✓ 6 Month Updates		100%
Co-occurring		
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis		
✓ Valid Axis I Diagnosis		100%

## Recovery

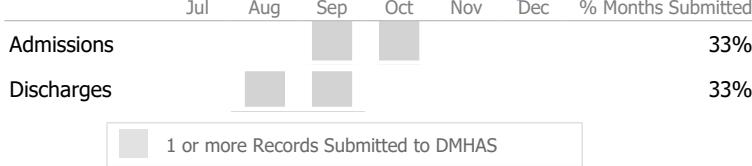
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Social Support		11	100%	60%	90%	40%
✓ Stable Living Situation		11	100%	90%	100%	10%

## 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%



## Data Submitted to DMHAS by Month



▲ > 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	19	0%
Admits	3	1	200% <span style="color: green;">▲</span>
Discharges	2	-	
Bed Days	3,177	3,340	-5%

## Data Submission Quality

	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% <span style="color: red;">▼</span>
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

## Recovery

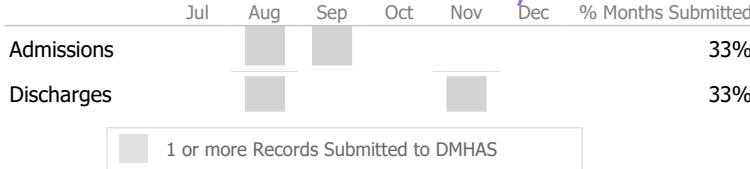
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	83%	40% <span style="color: green;">▲</span>
✓ Stable Living Situation		19	100%	95%	93%	5% <span style="color: green;">▲</span>
● Employed		2	11%	25%	9%	-14% <span style="color: red;">▼</span>

## Bed Utilization

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



## Data Submitted to DMHAS by Month



▲ > 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	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	14	100%	85%	90%	15% ▲

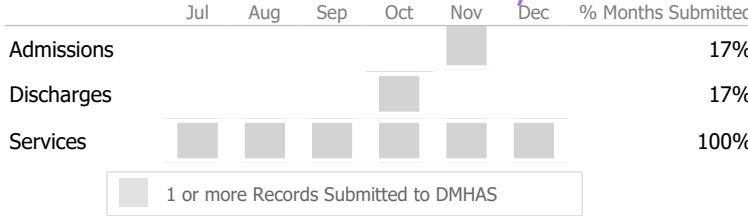
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	13	13	100%	90%	95%	10% ▲

## Data Submission Quality

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