

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	50	50	0%
↓	Admits	8	9	-11% ▼
↓	Discharges	6	7	-14% ▼
↓	Service Hours	604	765	-21% ▼
↑	Bed Days	4,023	4,345	-7%

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

Consumer Satisfaction Survey

(Based on 41 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ General Satisfaction	98% 98%	98%	80%	92%
✓ Overall	98% 98%	98%	80%	91%
✓ Participation in Treatment	93% 93%	93%	80%	92%
✓ Access	93% 93%	93%	80%	88%
✓ Respect	93% 93%	93%	80%	91%
✓ Outcome	87% 87%	87%	80%	83%
✓ Recovery	85% 85%	85%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Residential Services	50	100.0%
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Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	2%	9%	Male	32	64%	58%
26-34	9	18%	21%	Female	18	36%	42%
35-44	10	20%	22%	Transgender			0%
45-54	11	22%	19%				
55-64	18	36% ▲	20%				
65+	2	4%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	44	88% ▲	70%	White/Caucasian	32	64%	62%
Hispanic-Other	4	8%	8%	Black/African American	11	22%	17%
Hisp-Puerto Rican	2	4%	12%	Other	6	12%	13%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	1	2%	0%
Hispanic-Mexican			0%	Am. Indian/Native Alaskan			1%
Unknown		10%		Asian			1%
				Multiple Races			1%
				Unknown			6%

■ 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	26	24	8%
Admits	4	4	0%
Discharges	2	-	
Service Hours	604	765	-21% ▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic		
● 6 Month Updates	81%	90%
Co-occurring		
✓ MH Screen Complete	100%	88%
SA Screen Complete	50%	91%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	94%

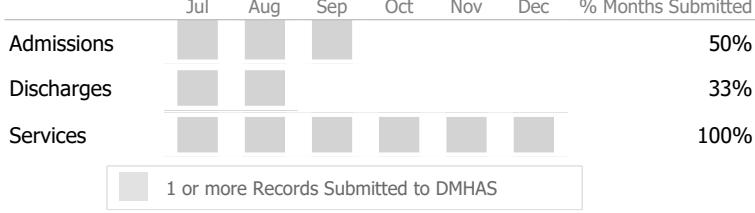
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	76%	0%
Recovery						
✓ National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	81%	60%	83%	21% ▲
✓ Stable Living Situation		26	100%	85%	97%	15% ▲
● Employed		1	4%	25%	11%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	15	-13%	▼
Admits	3	4	-25%	▼
Discharges	3	6	-50%	▼
Bed Days	1,920	2,151	-11%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	60%	79%	-27%		1	33%	60%	79%	-27%
Follow-up within 30 Days of Discharge		1	100%	90%	75%	10%		1	100%	90%	75%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	85%	60%	83%	25%
✓ Stable Living Situation		13	100%	95%	93%	5%
● Employed		1	8%	25%	9%	-17%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	 	13	981 days	0.5	80%	90%	93%	-10%



Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	75%
On-Time Periodic		
● 6 Month Updates	50%	87%
Co-occurring		
✓ MH Screen Complete	100%	84%
SA Screen Complete	33%	69%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%

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	12	13	-8%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,103	2,194	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	75%
On-Time Periodic		Actual	State Avg
● 6 Month Updates		80%	87%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	84%
✓ SA Screen Complete		100%	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		1	100%	60%	79%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	75%	10% ▲

Recovery

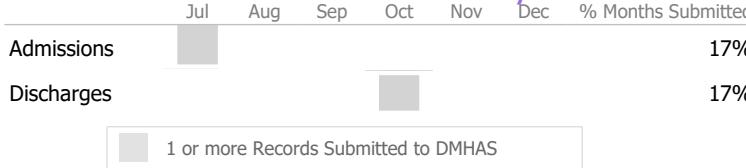
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	95%	93%	5% ▲
● Social Support		7	58%	60%	83%	-2% ▼
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	12	1,879 days	0.5	95%	90%	93%	5% ▲



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