

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%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Access		93%	80%	88%
✓ Respect		93%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	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	50	100.0%

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34	9	18%	21%
35-44	10	20%	22%
45-54	11	22%	19%
55-64	18	36% ▲	20%
65+	2	4%	8%

Gender	#	%	State Avg
Male	32	64%	58%
Female	18	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	44	88% ▲	70%
Hispanic-Other	4	8%	8%
Hisp-Puerto Rican	2	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	32	64%	62%
Black/African American	11	22%	17%
Other	6	12%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			6%

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

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

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

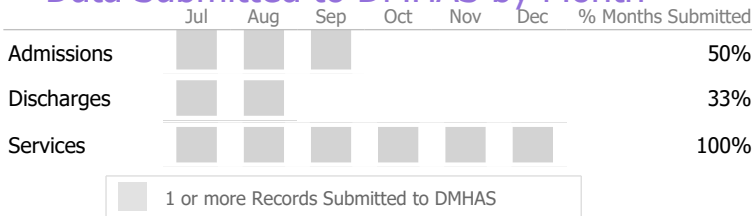
Recovery

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

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

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% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
6 Month Updates	50%	87%
MH Screen Complete	100%	84%
SA Screen Complete	33%	69%
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	60%	79%	-27% ▼
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
Social Support		11	85%	60%	83%	25% ▲
Stable Living Situation		13	100%	95%	93%	5%
Employed		1	8%	25%	9%	-17% ▼

Bed Utilization

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

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■				33%
Discharges	■			■	■		50%

■ 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	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%
6 Month Updates	80%	87%
MH Screen Complete	100%	84%
SA Screen Complete	100%	69%
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%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%

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