

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	631	2,129	-70% ▼
	Admits	441	2,070	-79% ▼
	Discharges	404	2,153	-81% ▼
	Service Hours		-	
	Bed Days	63,152	94,390	-33% ▼

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

### Consumer Satisfaction Survey

(Based on 4 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%
● General Satisfaction		75%	80%	92%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Inpatient Services	352	55.5%
	Outpatient Services	282	44.5%
<b>Mental Health</b>	Inpatient Services	282	44.5%
	Outpatient Services	352	55.5%

### Client Demographics

Age	#	%	State Avg
18-25	55	9%	10%
26-34	138	22%	22%
35-44	153	24%	23%
45-54	114	18%	19%
55-64	123	19%	19%
65+	48	8%	8%

Gender	#	%	State Avg
Male	418	66%	58%
Female	209	33%	42%
Transgender	4	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	488	77%	69%
Hisp-Puerto Rican	90	14%	12%
Hispanic-Other	43	7%	8%
Unknown	6	1%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	0%

Race	#	%	State Avg
White/Caucasian	370	59%	62%
Black/African American	139	22%	17%
Other	102	16%	13%
Asian	7	1%	1%
Unknown	7	1%	6%
Multiple Races	5	1%	1%
Am. Indian/Native Alaskan	1	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	222	1,320	-83% ▼
Admits	233	1,535	-85% ▼
Discharges	140	1,151	-88% ▼
Transfers - Out	86	404	-79% ▼
Bed Days	1,295	9,012	-86% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		139	62%	80%	62%	-18% ▼
✓ No Re-admit within 30 Days of Discharge		138	99%	85%	99%	14% ▲
● Follow-up within 30 Days of Discharge		26	41%	90%	41%	-49% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		61%
✓ Valid TEDS Data		88%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Co-occurring</b>		
✓ MH Screen Complete		56%
✓ SA Screen Complete		56%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis		100%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		41	6 days	0.2	12%	90%	12%	-78% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 2 Active Medically Managed Detox 4.2 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	200	212	-6%
Admits	57	59	-3%
Discharges	57	61	-7%
Transfers - Out	1	4	-75% ▼
Bed Days	40,015	42,388	-6%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		48	83%	95%	81%	-12% ▼
✓ No Re-admit within 30 Days of Discharge		47	85%	85%	86%	0%
● Follow-up within 30 Days of Discharge		38	79%	90%	74%	-11% ▼

### Data Submission Quality

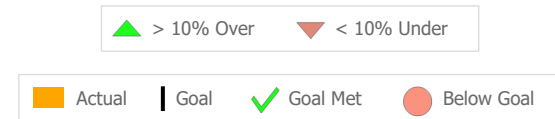
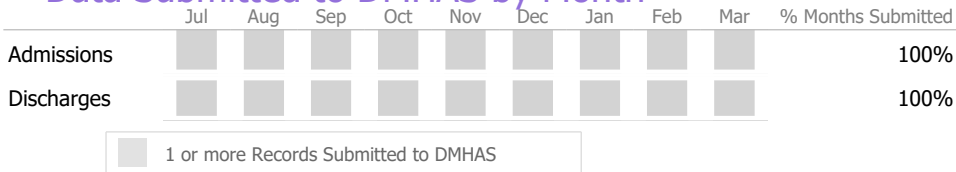
Data Entry	Actual	State Avg
✓ Valid NOMS Data		90% / 86%
● On-Time Periodic	Actual	State Avg
● 6 Month Updates		0% / 15%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		90% / 87%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 98%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		140	1,153 days	0.3	104%	90%	86%	14% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



\* State Avg based on 11 Active Acute Psychiatric Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	26	12% ▲
Admits	12	3	300% ▲
Discharges	1	7	-86% ▼
Transfers - In	1	-	
Transfers - Out	1	-	
Bed Days	6,758	5,609	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%
Co-occurring	Actual	State Avg
MH Screen Complete	75%	87%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	95%	81%	-45% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	74%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		45	1,225 days	0.6	55%	90%	86%	-35% ▼

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■		■		78%
Discharges									■	11%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 11 Active Acute Psychiatric Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	23	-26% ▼
Admits	2	10	-80% ▼
Discharges	4	10	-60% ▼
Bed Days	3,791	4,337	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

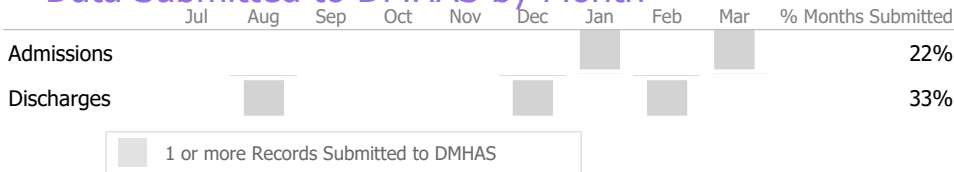
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	95%	81%	5%
● No Re-admit within 30 Days of Discharge		3	75%	85%	86%	-10%
● Follow-up within 30 Days of Discharge		1	25%	90%	74%	-65% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,229 days	0.3	92%	90%	86%	2%

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 11 Active Acute Psychiatric Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	35	6%
Admits	20	17	18% ▲
Discharges	17	16	6%
Bed Days	4,833	4,774	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%
Co-occurring	Actual	State Avg
MH Screen Complete	90%	87%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

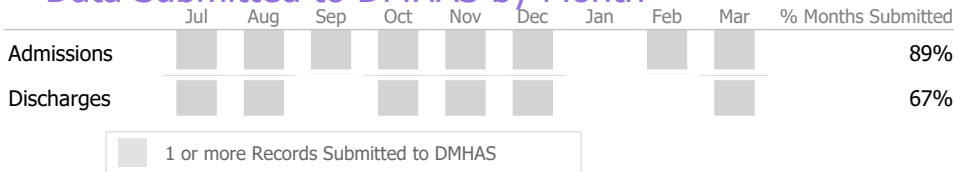
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	100%	95%	81%	5%
✓ No Re-admit within 30 Days of Discharge		16	94%	85%	86%	9%
○ Follow-up within 30 Days of Discharge		11	65%	90%	74%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		20	321 days	0.3	88%	90%	86%	-2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ○ Below Goal

\* State Avg based on 11 Active Acute Psychiatric Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	217	925	-77% ▼
Admits	117	439	-73% ▼
Discharges	185	891	-79% ▼
Transfers - In	102	424	-76% ▼
Transfers - Out	15	25	-40% ▼
Bed Days	6,460	28,270	-77% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		169	84%	80%	85%	4%
✓ No Re-admit within 30 Days of Discharge		174	94%	85%	94%	9%
● Follow-up within 30 Days of Discharge		91	57%	90%	57%	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%
✓ Valid TEDS Data		99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Co-occurring</b>		
✓ MH Screen Complete	100%	100%
✓ SA Screen Complete	100%	100%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	100%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		111	37 days	0.4	21%	90%	21%	-69% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual ■ Goal ✓ Goal Met ● Below Goal

\* State Avg based on 1 Active Intensive Res. Rehabilitation 3.8 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	16	▼
Admits	-	7	-100% ▼
Discharges	-	17	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 97%
On-Time Periodic		
6 Month Updates		N/A N/A
Co-occurring		
MH Screen Complete		N/A 100%
SA Screen Complete		N/A 100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	100%	N/A

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 1 Active Sub-Acute Programs