

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	74	82	-10%
	Admits	4	12	-67% ▼
	Discharges	7	17	-59% ▼
	Service Hours	2,161	2,763	-22% ▼
	Bed Days	4,384	4,323	1%
	S.Rehab/PHP/IOP	4,277	5,369	-20% ▼

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

### Consumer Satisfaction Survey

(Based on 51 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Access		88%	80%	88%
✓ Quality and Appropriateness		86%	80%	93%
● Outcome		78%	80%	83%
● Recovery		50%	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>			
	Social Rehabilitation	42	40.0%
	Community Support	37	35.2%
	Residential Services	16	15.2%
	Case Management	10	9.5%

### Client Demographics

Age	#	%	State Avg
18-25	3	4%	10%
26-34	8	11%	22%
35-44	10	14%	23%
45-54	17	23%	19%
55-64	20	27%	19%
65+	16	22%	8%

Gender	#	%	State Avg
Male	55	74%	▲ 58%
Female	19	26%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	64	86%	▲ 69%
Unknown	7	9%	11%
Hispanic-Other	3	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			▼ 12%

Race	#	%	State Avg
White/Caucasian	62	84%	▲ 62%
Black/African American	6	8%	17%
Asian	2	3%	1%
Other	2	3%	13%
Unknown	2	3%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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	8	10	-20% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	2,192	2,131	3%

### 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	N/A	82%
SA Screen Complete	N/A	92%
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		N/A	N/A	80%	90%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	96%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	89%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	75%	60%	88%	15% ▲
Stable Living Situation		8	100%	90%	98%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,645 days	0.3	100%	90%	89%	10%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS (grey box)

▲ > 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	8	8	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	139	111	24% ▲
Bed Days	2,192	2,192	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	74%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	78%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

### Recovery

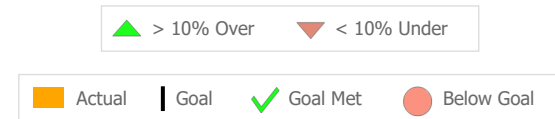
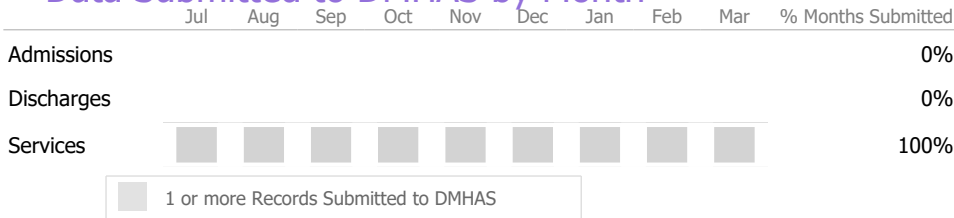
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	84%	40% ▲
✓ Stable Living Situation		8	100%	95%	94%	5%
✓ Employed		2	25%	25%	9%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,687 days	0.3	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



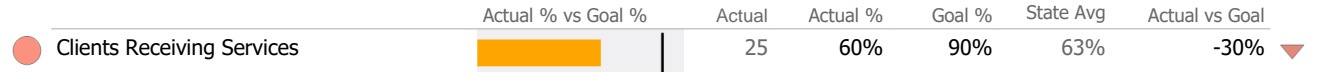
\* State Avg based on 79 Active Supervised Apartments Programs

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

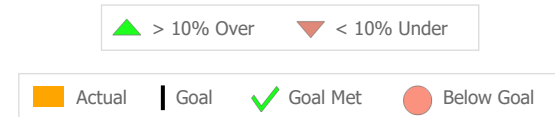
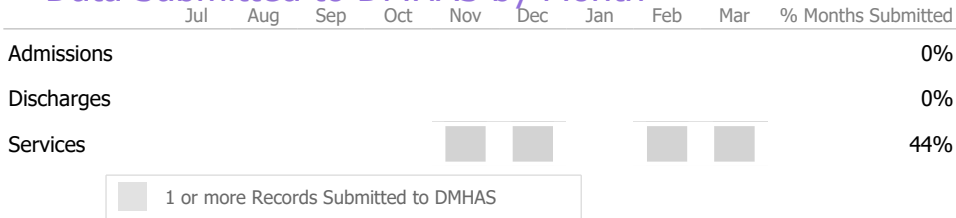
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	48	-13% ▼
Admits	-	2	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,277	5,369	-20% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 34 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	41	-10%
Admits	4	7	-43% ▼
Discharges	7	10	-30% ▼
Service Hours	925	1,295	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	81%
On-Time Periodic		
6 Month Updates	71%	86%
Co-occurring		
MH Screen Complete	0%	85%
SA Screen Complete	0%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	65%	58%	-22% ▼

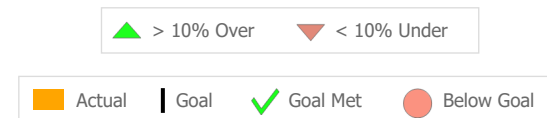
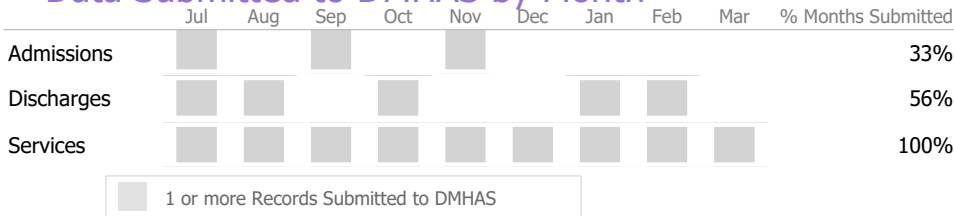
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	92%	60%	81%	32% ▲
Stable Living Situation		37	100%	80%	88%	20% ▲
Employed		5	14%	20%	12%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



\* State Avg based on 36 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1,097	1,358	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

### Service Utilization

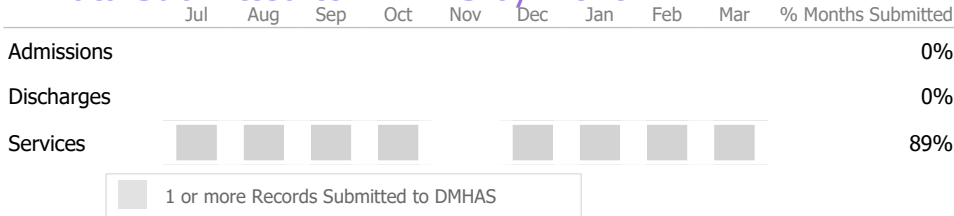
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 Active Supportive Housing – Scattered Site Programs