

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	45	45	0%
	Admits	13	6	117% ▲
	Discharges	12	8	50% ▲
	Service Hours	349	422	-17% ▼
	Bed Days	6,680	7,218	-7%

▲ > 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		97%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		87%	80%	91%
✓ Outcome		87%	80%	83%
✓ Overall		84%	80%	91%
✓ Access		83%	80%	88%
✓ Recovery		81%	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	31	68.9%
	Case Management	14	31.1%

Client Demographics

Age	#	%	State Avg
18-25	5	11%	10%
26-34	10	22%	22%
35-44	11	24%	23%
45-54	8	18%	19%
55-64	8	18%	19%
65+	3	7%	8%

Gender	#	%	State Avg
Male	30	67%	58%
Female	15	33%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	36	80%	69% ▲
Hisp-Puerto Rican	5	11%	12%
Hispanic-Other	4	9%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	24	53%	62%
Black/African American	13	29%	17% ▲
Other	7	16%	13%
Asian	1	2%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
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	13	12	8%
Admits	5	4	25% ▲
Discharges	6	4	50% ▲
Bed Days	1,946	2,163	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	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		6	100%	80%	90%	20% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	96%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	89%	10%

Recovery

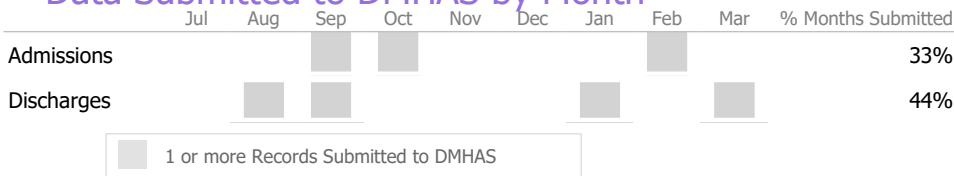
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	85%	60%	88%	25% ▲
✓ Stable Living Situation		13	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	622 days	0.3	89%	90%	89%	-1%

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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	19	21% ▲
Admits	7	1	600% ▲
Discharges	5	3	67% ▲
Bed Days	4,734	5,055	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	74%
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		0	0%	60%	78%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

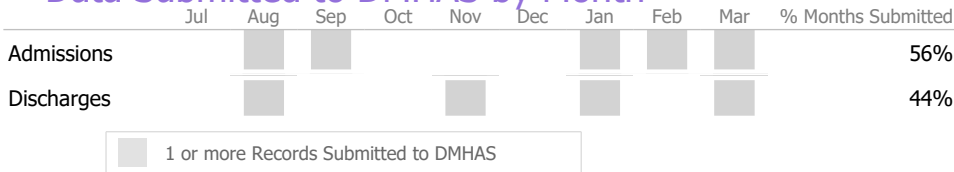
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		23	100%	60%	84%	40% ▲
Stable Living Situation		23	100%	95%	94%	5%
Employed		1	4%	25%	9%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,451 days	0.3	96%	90%	93%	6%

■ < 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	14	14	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	349	422	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	89%	15% ▲

Service Utilization

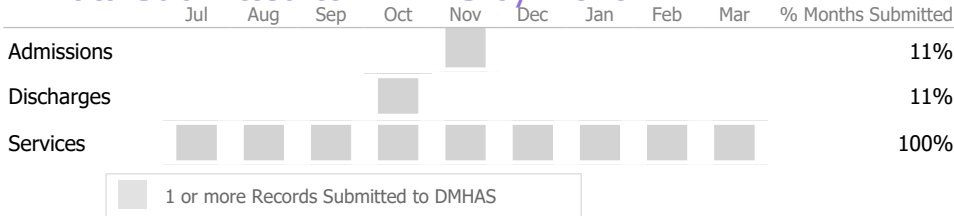
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	98%	10%

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