

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	112	123	-9%
	Admits	37	44	-16% ▼
	Discharges	40	43	-7%
	Service Hours	7,596	10,664	-29% ▼
	Bed Days	1,308	1,266	3%

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

Consumer Satisfaction Survey

(Based on 66 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		92%	80%	91%
✓ Recovery		91%	80%	79%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Access		88%	80%	88%
✓ Outcome		83%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		44	38.9%
Inpatient Services		38	33.6%
Residential Services		31	27.4%

Client Demographics

Age	#	%	State Avg
18-25	4	4%	10%
26-34	17	15%	22%
35-44	20	18%	23%
45-54	25	22%	19%
55-64	33	29%	19%
65+	13	12%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	96	86%	▲ 69%
Hisp-Puerto Rican	7	6%	12%
Unknown	6	5%	11%
Hispanic-Other	3	3%	8%
Hispanic-Cuban		0%	Am. Indian/Native Alaskan
Hispanic-Mexican		0%	Multiple Races
		0%	Hawaiian/Other Pacific Islander

Gender	#	%	State Avg
Male	64	57%	58%
Female	48	43%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	65	58%	62%
Black/African American	43	38%	▲ 17%
Other	2	2%	▼ 13%
Asian	1	1%	1%
Unknown	1	1%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	1	2	-50% ▼
Discharges	3	1	200% ▲
Service Hours	3,288	4,703	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%

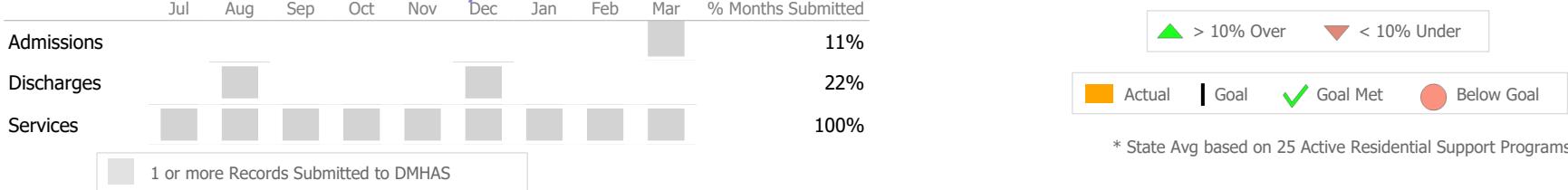
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	78%	50% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	77%	60%	84%	17% ▲
✓ Stable Living Situation		31	100%	85%	97%	15% ▲
● Employed		2	6%	25%	11%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	98%	10%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	43	-12%	▼
Admits	36	40	-10%	
Discharges	35	39	-10%	
Bed Days	1,308	1,266	3%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		34	97%	85%	94%	12% ▲
● Follow-up within 30 Days of Discharge		14	40%	90%	42%	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A
On-Time Periodic		
6 Month Updates		N/A
Co-occurring		
MH Screen Complete		0%
✓ SA Screen Complete		0%

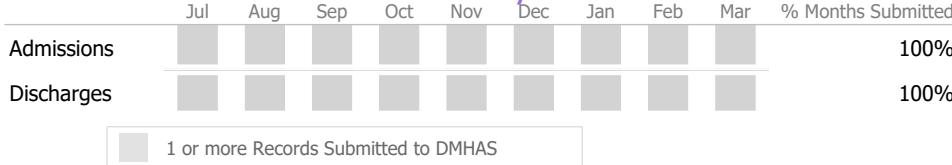
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	46 days	0.2	60%	90%	65%	-30% ▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 2 Active Acute Psychiatric - Intermediate Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	49	-10%	▼
Admits	-	2	-100%	▼
Discharges	2	3	-33%	▼
Service Hours	4,308	5,961	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	44	100%	85%	89%	15%	▲

Service Utilization

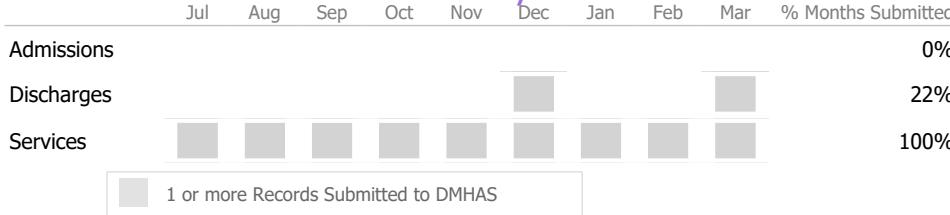
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	42	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	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