

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	53	51	4%
	Admits	11	11	0%
	Discharges	7	10	-30% ▼
	Service Hours	864	1,130	-24% ▼
	Bed Days	6,090	6,511	-6%

▲ > 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	53	100.0%

Client Demographics

Age	#	%	State Avg
18-25	0	0%	10%
26-34	10	19%	22%
35-44	11	21%	23%
45-54	12	23%	19%
55-64	18	34% ▲	19%
65+	2	4%	8%

Gender	#	%	State Avg
Male	33	62%	58%
Female	20	38%	42%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	44	83% ▲	69%
Hispanic-Other	6	11%	8%
Hisp-Puerto Rican	3	6%	12%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	0%
Unknown	0	0% ▼	11%

Race	#	%	State Avg
White/Caucasian	33	62%	62%
Black/African American	12	23%	17%
Other	7	13%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	0%
Asian	0	0%	1%
Multiple Races	0	0%	1%
Unknown	0	0%	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	3	1	200% ▲
Service Hours	864	1,130	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	50%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	78%	17% ▲

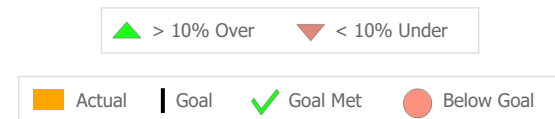
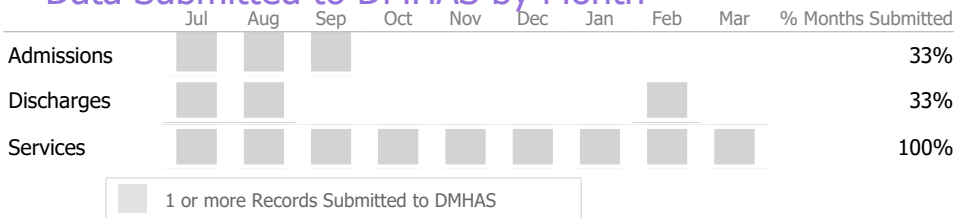
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	81%	60%	84%	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		23	100%	90%	98%	10%

Data Submitted to DMHAS by Month



* State Avg based on 25 Active Residential Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	5	6	-17% ▼
Discharges	3	8	-63% ▼
Bed Days	2,952	3,225	-8%

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	100%	89%
SA Screen Complete	40%	74%
Diagnosis		
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%	78%	-27% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	77%	10% ▲

Recovery

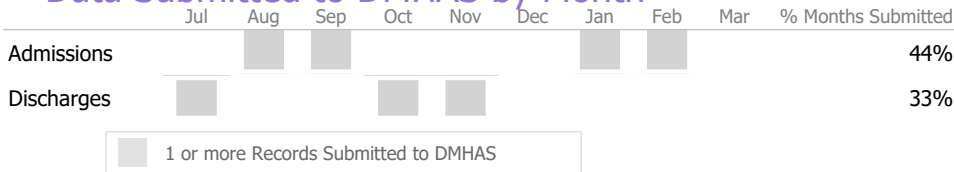
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	87%	60%	84%	27% ▲
Stable Living Situation		15	100%	95%	94%	5%
Employed		1	7%	25%	9%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,019 days	0.4	83%	90%	93%	-7%

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 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	2	1	100% ▲
Discharges	1	1	0%
Bed Days	3,138	3,286	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		1	100%	60%	78%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Recovery

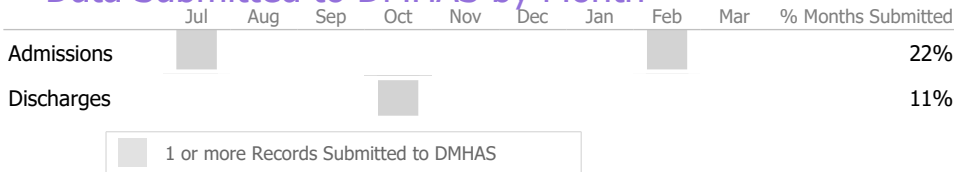
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	95%	94%	5%
✓ Social Support		8	62%	60%	84%	2%
○ Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,959 days	0.3	95%	90%	93%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 79 Active Supervised Apartments Programs