

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	76	82	-7%
	Admits	7	13	-46% ▼
	Discharges	10	18	-44% ▼
	Service Hours	2,824	3,389	-17% ▼
	Bed Days	5,840	5,779	1%
	S.Rehab/PHP/IOP	5,563	6,324	-12% ▼

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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	43	39.8%
	Community Support	39	36.1%
	Residential Services	16	14.8%
	Case Management	10	9.3%

Client Demographics

Age	#	%	State Avg
18-25	3	4%	10%
26-34	8	11%	22%
35-44	11	14%	23%
45-54	18	24%	19%
55-64	20	26%	18%
65+	16	21%	7%

Gender	#	%	State Avg
Male	56	74%	▲ 59%
Female	20	26%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	65	86%	▲ 68%
Unknown	7	9%	12%
Hispanic-Other	4	5%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			▼ 11%

Race	#	%	State Avg
White/Caucasian	64	84%	▲ 61%
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%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	2,920	2,859	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	93%
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%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	75%	60%	83%	15% ▲
Stable Living Situation		8	100%	90%	97%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,739 days	0.3	100%	90%	90%	10%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 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	190	150	27% ▲
Bed Days	2,920	2,920	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	76%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	77%
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	60%	79%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

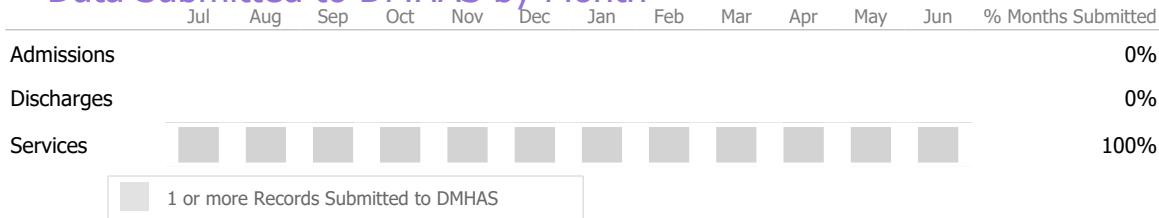
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	84%	40% ▲
✓ Stable Living Situation		8	100%	95%	94%	5%
✓ Employed		2	25%	25%	12%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,778 days	0.3	100%	90%	94%	10%

■ < 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	48	-10% ▼
Admits	1	2	-50% ▼
Discharges	2	6	-67% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,563	6,324	-12% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	41	-5%
Admits	6	8	-25% ▼
Discharges	8	10	-20% ▼
Service Hours	1,191	1,560	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	81%
On-Time Periodic		
6 Month Updates	90%	86%
Co-occurring		
MH Screen Complete	0%	87%
SA Screen Complete	0%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	65%	56%	-27% ▼

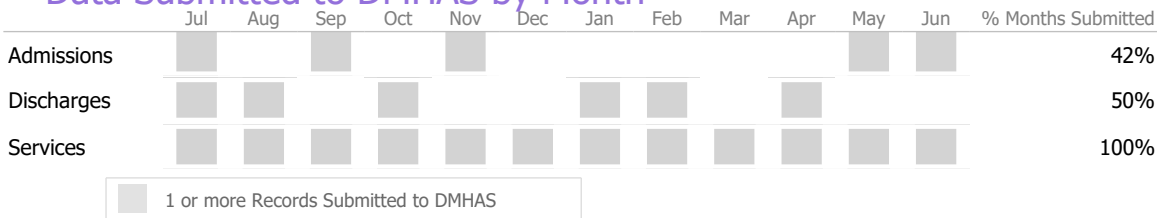
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	92%	60%	81%	32% ▲
Stable Living Situation		39	100%	80%	88%	20% ▲
Employed		5	13%	20%	13%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	97%	90%	98%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* 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	1,443	1,679	-14% ▼

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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs