

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	48	47	2%
	Admits	18	9	100% ▲
	Discharges	16	11	45% ▲
	Service Hours	451	514	-12% ▼
	Bed Days	9,039	9,323	-3%

▲ > 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	34	70.8%
	Case Management	14	29.2%

Client Demographics

Age	#	%	State Avg
18-25	5	10%	10%
26-34	11	23%	22%
35-44	12	25%	23%
45-54	9	19%	19%
55-64	8	17%	18%
65+	3	6%	7%

Gender	#	%	State Avg
Male	33	69%	59%
Female	15	31%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	81%	68% ▲
Hisp-Puerto Rican	5	10%	11%
Hispanic-Other	4	8%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			12% ▼

Race	#	%	State Avg
White/Caucasian	25	52%	61%
Black/African American	15	31%	17% ▲
Other	7	15%	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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	13	15% ▲
Admits	8	5	60% ▲
Discharges	8	5	60% ▲
Bed Days	2,639	2,879	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	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		8	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		8	100%	90%	90%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	69%	60%	83%	9%
✓ Stable Living Situation		16	100%	90%	97%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	567 days	0.2	90%	90%	90%	0%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	21	19% ▲
Admits	9	3	200% ▲
Discharges	7	5	40% ▲
Bed Days	6,400	6,444	-1%

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	100%	91%
SA Screen Complete	100%	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		2	29%	60%	79%	-31% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		25	100%	60%	84%	40% ▲
Stable Living Situation		25	100%	95%	94%	5%
Employed		1	4%	25%	12%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,462 days	0.2	97%	90%	94%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



* 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	14	14	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	451	514	-12% ▼

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

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	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