

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	152	139	9%
	Admits	3	2	50% ▲
	Discharges	2	5	-60% ▼
	Service Hours	2,501	244	
	Bed Days	2,067	1,898	9%
	S.Rehab/PHP/IOP	806	179	350%

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

Consumer Satisfaction Survey

(Based on 104 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Respect		98%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Access		96%	80%	88%
✓ Outcome		95%	80%	83%
✓ Recovery		89%	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			
	Social Rehabilitation	118	61.5%
	Community Support	26	13.5%
	Case Management	24	12.5%
	Residential Services	24	12.5%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	9%
26-34	13	9%	20% ▼
35-44	23	15%	23%
45-54	35	23%	19%
55-64	53	35%	20% ▲
65+	25	16%	9%

Gender	#	%	State Avg
Male	79	52%	58%
Female	73	48%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	133	88%	69% ▲
Hispanic-Other	8	5%	8%
Hisp-Puerto Rican	8	5%	12%
Unknown	3	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

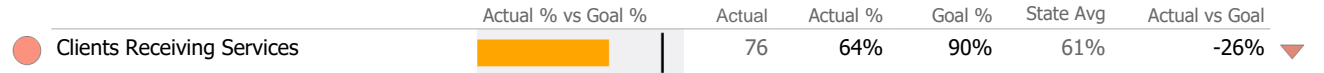
Race	#	%	State Avg
White/Caucasian	88	58%	63%
Black/African American	51	34%	17% ▲
Other	9	6%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	110	7%
Admits	2	-	
Discharges	-	-	
Service Hours	2,301	49	
Social Rehab/PHP/IOP Days	806	179	350% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	28	-7%
Admits	-	-	
Discharges	-	3	-100% ▼
Service Hours	104	109	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	82%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	100%	60%	79%	40% ▲
✓ Employed		12	46%	20%	13%	26% ▲
✓ Stable Living Situation		25	96%	80%	86%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	92%	90%	95%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 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	11	8	38% ▲
Admits	-	1	-100% ▼
Discharges	2	2	0%
Bed Days	941	700	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	29%	80%
Co-occurring		
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	94%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	80%	80%	20% ▲
No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	91%	60%	86%	31% ▲
Stable Living Situation		11	100%	90%	97%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	569 days	1.1	85%	90%	93%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 75%
On-Time Periodic	Actual	State Avg
6 Month Updates		100% 93%
Co-occurring	Actual	State Avg
MH Screen Complete		N/A 98%
SA Screen Complete		N/A 87%
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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	84%	40% ▲
✓ Stable Living Situation		6	100%	95%	96%	5%
● Employed		1	17%	25%	11%	-8%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				6	3,632 days	1.0	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	96	86	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	85%	88%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	1	1	0%
Discharges	-	-	
Bed Days	574	646	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
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%	80%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	57%	60%	86%	-3%
Stable Living Situation		6	86%	90%	97%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,132 days	1.1	78%	90%	93%	-12% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

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