

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	51	50	2%
	Admits	5	8	-38% ▼
	Discharges	4	6	-33% ▼
	Service Hours	846	604	40% ▲
	Bed Days	4,248	4,023	6%

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

Consumer Satisfaction Survey

(Based on 40 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Overall		93%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Access		85%	80%	88%
✓ Quality and Appropriateness		85%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ Outcome		80%	80%	83%
● Recovery		65%	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	51	100.0%

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34	11	22%	21%
35-44	8	16%	23%
45-54	11	22%	19%
55-64	17	33% ▲	19%
65+	4	8%	9%

Gender	#	%	State Avg
Male	34	67%	59%
Female	17	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	42	82% ▲	68%
Hispanic-Other	6	12%	8%
Hisp-Puerto Rican	3	6%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	30	59%	62%
Black/African American	12	24%	17%
Other	7	14%	13%
Multiple Races	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan		0%	
Asian		1%	
Unknown			6%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	3	4	-25% ▼
Discharges	2	2	0%
Service Hours	846	604	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	67%	83%
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		1	50%	50%	88%	0%

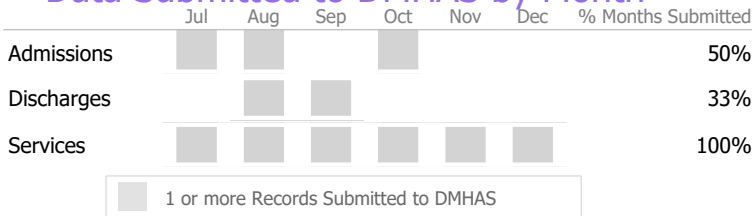
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	85%	60%	87%	25% ▲
✓ Stable Living Situation		26	100%	85%	97%	15% ▲
● Employed		1	4%	25%	14%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	97%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Residential Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Bed Days	2,040	1,920	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	88%
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		0	0%	60%	75%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	85%	60%	86%	25% ▲
Stable Living Situation		13	100%	95%	96%	5%
Employed		1	8%	25%	13%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,105 days	0.5	85%	90%	94%	-5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							33%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 80 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	12	12	0%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	2,208	2,103	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	77%
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	88%
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%	75%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	67%	60%	86%	7%
✓ Stable Living Situation		12	100%	95%	96%	5%
○ Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	2,172 days	0.5	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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