

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Upward Trend	Unique Clients	103	105	-2%
Downward Trend	Admits	10	18	-44% ▼
Upward Trend	Discharges	15	19	-21% ▼
Upward Trend	Service Hours	1,022	856	19% ▲
Upward Trend	Bed Days	7,744	8,042	-4%

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

## Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	93%   80%	93%	80%	93%
✓ Overall	93%   80%	93%	80%	91%
✓ Respect	91%   80%	91%	80%	91%
✓ Participation in Treatment	91%   80%	91%	80%	92%
✓ Access	89%   80%	89%	80%	88%
✓ General Satisfaction	86%   80%	86%	80%	92%
● Outcome	79%   80%	79%	80%	83%
● Recovery	69%   80%	69%	80%	79%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Community Support	40	38.1%
	Case Management	29	27.6%
	Residential Services	16	15.2%
<b>Addiction</b>			
	Residential Services	16	15.2%
<b>Forensic MH</b>			
	Crisis Services	4	3.8%

## Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	13	13%	22%
35-44	16	16%	23%
45-54	20	19%	19%
55-64	39	38% ▲	19%
65+	14	14%	8%

Gender	#	%	State Avg
Male	55	53%	59%
Female	48	47%	41%
Transgender			0%

Race	#	%	State Avg
Black/African American	52	50% ▲	17%
White/Caucasian	46	45% ▼	62%
Asian	2	2%	1%
Other	2	2% ▼	13%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

Ethnicity	#	%	State Avg
Non-Hispanic	78	76%	68%
Hisp-Puerto Rican	15	15%	11%
Hispanic-Other	7	7%	8%
Hispanic-Mexican	2	2%	1%
Unknown	1	1% ▼	12%
Hispanic-Cuban		0%	

■ 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	15	16	-6%
Admits	-	2	-100% <span style="color: red;">▼</span>
Discharges	-	1	-100% <span style="color: red;">▼</span>
Service Hours	66	158	-59% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 15%;">15</span>	15	100%	85%	95%	15% <span style="color: green;">▲</span>

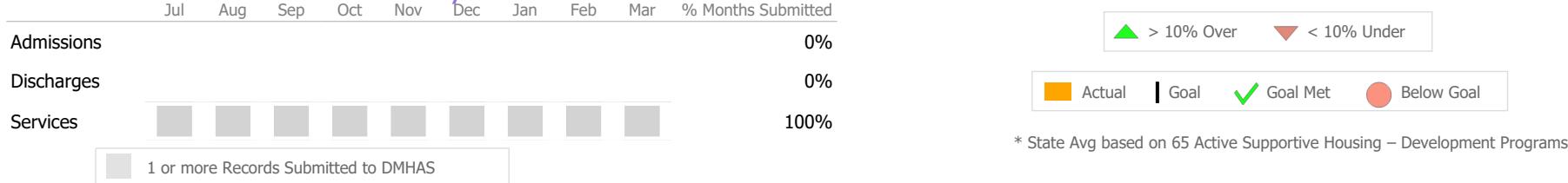
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 14%;">14</span>	14	93%	90%	96%	3% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 99%;">99%</span>	99%
On-Time Periodic		
✓ 6 Month Updates	<span style="width: 100%;">100%</span>	87%

## Data Submitted to DMHAS by Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% <span style="color: red;">▼</span>
Admits	-	1	-100% <span style="color: red;">▼</span>
Discharges	2	2	0%
Service Hours	86	73	18% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 14%; background-color: orange;"></div>	14	100%	85%	95%	15% 

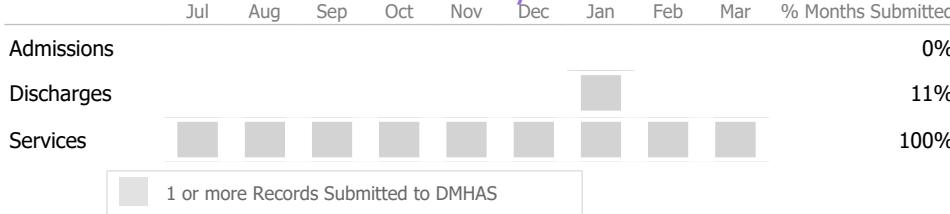
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 92%; background-color: orange;"></div>	11	92%	90%	96%	2%

## Data Submission Quality

Category	Description	Actual	State Avg
 Data Entry	Valid NOMS Data	<div><div style="width: 99%; background-color: orange;"></div></div> 99%	99%
 On-Time Periodic	6 Month Updates	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	87%

## Data Submitted to DMHAS by Month



\* State Avg based on 65 Active Supportive Housing – Development Programs

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	3	6	-50% ▼
Discharges	4	6	-33% ▼
Service Hours	871	624	39% ▲

## Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	84%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	95%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

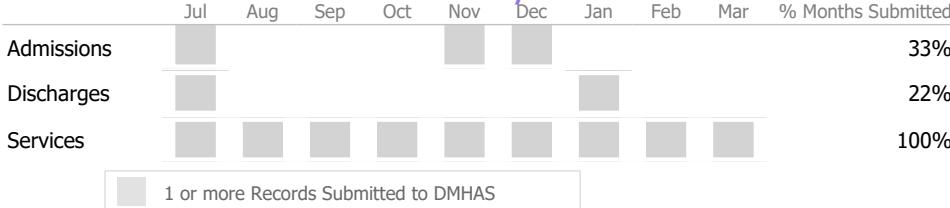
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	50%	65%	57%	-15% ▼
<b>Recovery</b>						
✓ Social Support		35	88%	60%	80%	28% ▲
✓ Stable Living Situation		39	98%	80%	87%	18% ▲
● Employed		4	10%	20%	14%	-10% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	98%	10%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

\* State Avg based on 36 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	18	-11%	▼
Admits	3	5	-40%	▼
Discharges	4	5	-20%	▼
Bed Days	3,412	3,453	-1%	

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	60%	72%	15%						▲
● Follow-up within 30 Days of Discharge		1	33%	90%	79%	-57%						▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	95%	95%	5%
● Social Support		9	56%	60%	85%	-4%
● Employed		0	0%	25%	12%	-25%

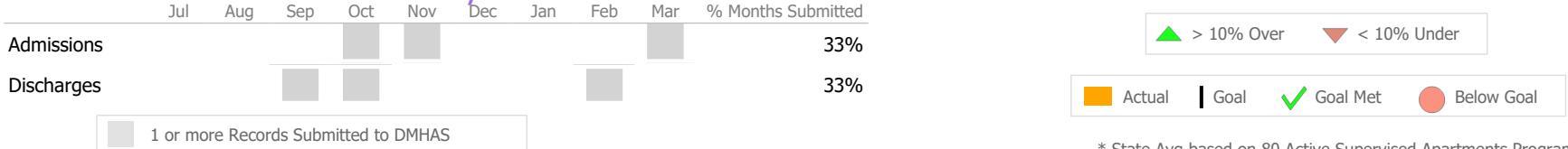
## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	■ < 90%	■ 90-110%	■ >110%					
✓ Avg Utilization Rate	■ ■ ■ ■ ■ ■ ■ ■	13	1,277 days	0.3	96%	90%	92%	6%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	78%
On-Time Periodic		
✓ 6 Month Updates	90%	90%
Co-occurring		
✓ MH Screen Complete	100%	98%
✓ SA Screen Complete	100%	88%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%

## Data Submitted to DMHAS by Month



\* State Avg based on 80 Active Supervised Apartments Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	2	2	0%	
Discharges	2	3	-33%	▼
Bed Days	419	542	-23%	▼

## Discharge Outcomes

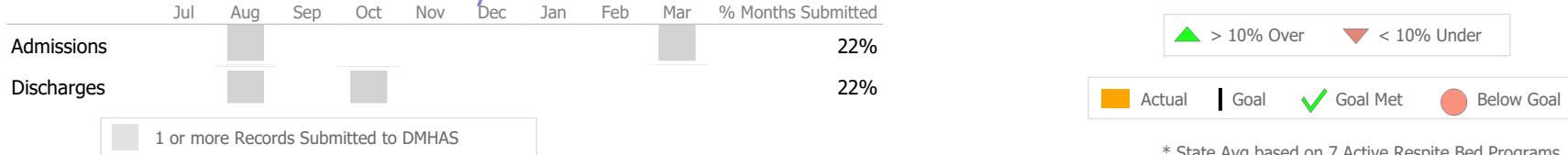
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
			Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	No Re-admit within 30 Days of Discharge			2	100%	85%	90%	15%
	Follow-up within 30 Days of Discharge			2	100%	90%	77%	10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		Actual	Actual %	Goal %	State Avg	Actual vs Goal		
Avg Utilization Rate			3	286 days	0.4	51%	90%	65%

< 90% 90-110% >110%

## Data Submitted to DMHAS by Month



\* State Avg based on 7 Active Respite Bed Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	2	2	0%
Discharges	3	2	50% <span style="color: green;">▲</span>
Bed Days	3,913	4,047	-3%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%
On-Time Periodic		
✓ 6 Month Updates	100%	80%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 33%;"><div style="width: 100%;"></div></div>	1	33%	85%	31%	-52% <span style="color: red;">▼</span>
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	100%	90%	40%	10% <span style="color: green;">▲</span>

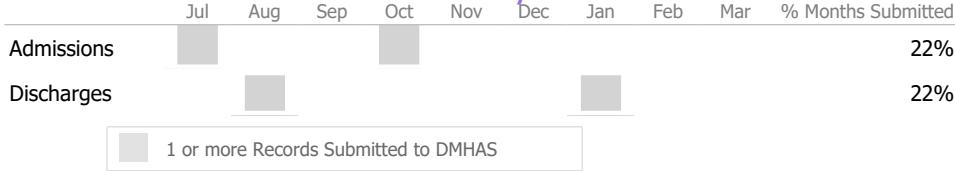
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help	<div style="width: 88%;"><div style="width: 100%;"></div></div>	14	88%	60%	57%	28% <span style="color: green;">▲</span>

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div style="width: 95%;"><div style="width: 100%;"></div></div>	15	1,148 days	0.3	95%	90%	83%	5% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 3 Active AIDS Residential Programs