

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	157	148	6%
	Admits	7	14	-50%
	Discharges	10	11	-9%
	Service Hours	3,651	746	
	Bed Days	5,911	5,605	5%
	S.Rehab/PHP/IOP	2,173	179	1114%

&gt; 10% Over 1 Yr Ago    &gt; 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	#	%
<b>Mental Health</b>			
Social Rehabilitation		118	59.9%
Residential Services		27	13.7%
Case Management		26	13.2%
Community Support		26	13.2%

## Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	14	9%	22%
35-44	26	17%	23%
45-54	36	23%	19%
55-64	53	34%	19%
65+	25	16%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	137	87%	68%
Hispanic-Other	8	5%	8%
Hisp-Puerto Rican	8	5%	11%
Unknown	4	3%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Gender	#	%	State Avg
Male	82	52%	59%
Female	75	48%	41%
Transgender			0%

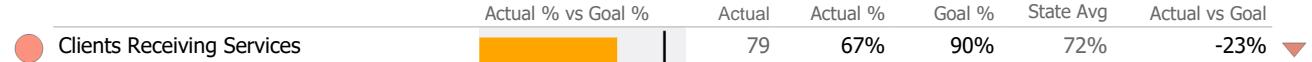
Race	#	%	State Avg
White/Caucasian	89	57%	62%
Black/African American	54	34%	17%
Other	9	6%	13%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	1%	0%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	6%
Multiple Races			1%

Unique Clients | State Avg &gt; 10% Over State Avg &gt; 10% Under State Avg

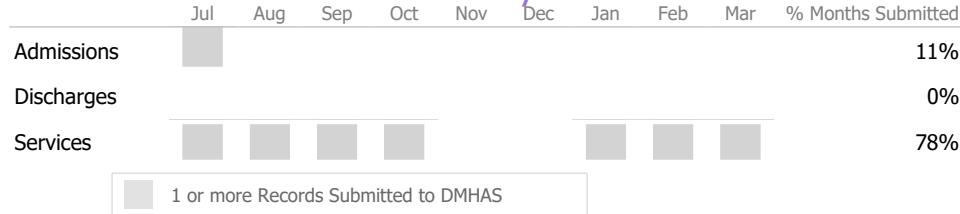
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	113	4%
Admits	2	3	-33% ▼
Discharges	-	-	
Service Hours	3,120	195	
Social Rehab/PHP/IOP Days	2,173	179	1114% ▲

## Service Utilization



## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

█ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	29	-10%	▼
Admits	-	1	-100%	▼
Discharges	1	5	-80%	▼
Service Hours	260	323	-20%	▼

## Data Submission Quality

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

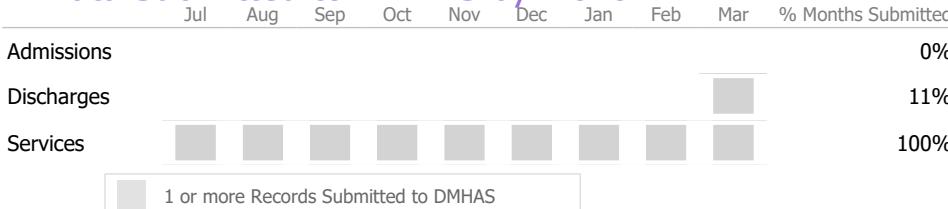
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	65%	57%	35%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	100%	60%	80%	40%
✓ Employed		11	42%	20%	14%	22%
✓ Stable Living Situation		25	96%	80%	87%	16%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	98%	6%

## 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	13	13	0%
Admits	2	6	-67% <span style="color: red;">▼</span>
Discharges	4	5	-20% <span style="color: red;">▼</span>
Bed Days	2,428	1,889	29% <span style="color: green;">▲</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 75%; background-color: orange; height: 10px;"></div>	3	75%	80%	72%	-5%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%; background-color: orange; height: 10px;"></div>	4	100%	85%	88%	15% <span style="color: green;">▲</span>
● Follow-up within 30 Days of Discharge	<div style="width: 67%; background-color: orange; height: 10px;"></div>	2	67%	90%	67%	-23% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%; background-color: orange; height: 10px;"></div>	100%
On-Time Periodic		
● 6 Month Updates	<div style="width: 86%; background-color: orange; height: 10px;"></div>	86%
Co-occurring		
✓ MH Screen Complete	<div style="width: 86%; background-color: orange; height: 10px;"></div>	86%
✓ SA Screen Complete	<div style="width: 95%; background-color: orange; height: 10px;"></div>	95%
Diagnosis		
✓ Valid Axis I Diagnosis	<div style="width: 100%; background-color: orange; height: 10px;"></div>	100%

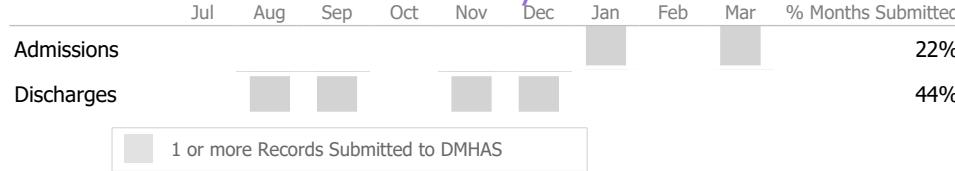
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 85%; background-color: orange; height: 10px;"></div>	11	85%	60%	82%	25% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 100%; background-color: orange; height: 10px;"></div>	13	100%	90%	98%	10% <span style="color: green;">▲</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 74%; background-color: cyan; height: 10px;"></div> <div style="width: 90%; background-color: grey; height: 10px;"></div> <div style="width: 110%; background-color: red; height: 10px;"></div>	12	723 days	0.4	74%	90%	87%	-16% <span style="color: red;">▼</span>

## 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	1,644	0%

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	78%
On-Time Periodic 6 Month Updates	100%	90%
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%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

## Recovery

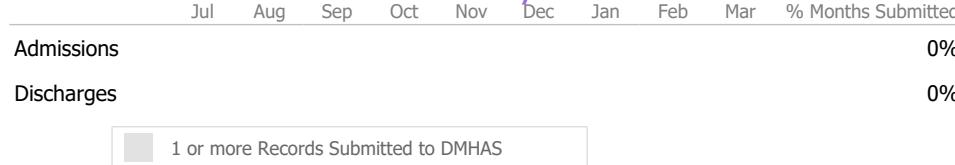
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	85%	23%
Stable Living Situation		6	100%	95%	95%	5%
Employed		1	17%	25%	12%	-8%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	3,814 days	0.3	100%	90%	92%	10%



## Data Submitted to DMHAS by Month



> 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	26	24	8%
Admits	1	3	-67% ▼
Discharges	4	-	
Service Hours	271	229	19% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	22	85%	85%	88%	0%

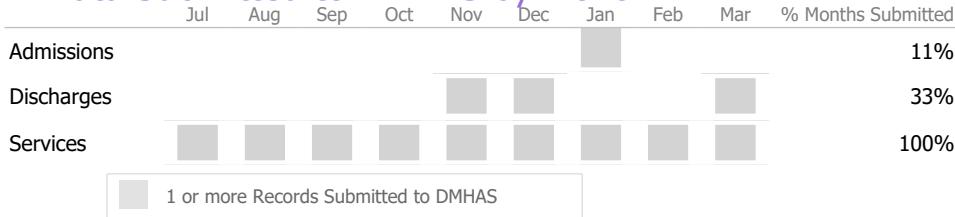
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	22	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
On-Time Periodic		
✓ 6 Month Updates	95%	83%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	1	100% <span style="color: green;">▲</span>
Discharges	1	1	0%
Bed Days	1,839	2,072	-11% <span style="color: red;">▼</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 50%;"></div>	0	0%	80%	72%	-80% <span style="color: red;">▼</span>
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"></div>	1	100%	85%	88%	15% <span style="color: green;">▲</span>
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	<div style="width: 50%;"></div>	N/A	N/A	90%	67%	N/A

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"></div>	100% 99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 100%;"></div>	100% 89%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	<div style="width: 100%;"></div>	100% 86%
✓ SA Screen Complete	<div style="width: 100%;"></div>	100% 95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	<div style="width: 100%;"></div>	100% 100%

## Recovery

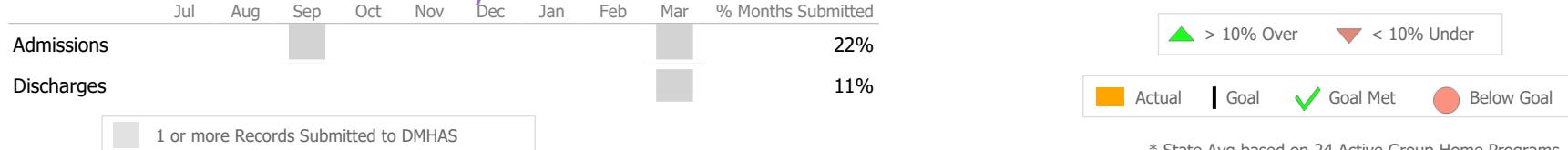
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 100%;"></div>	8	100%	90%	98%	10% <span style="color: green;">▲</span>
✓ Social Support	<div style="width: 62%;"></div>	5	62%	60%	82%	2% <span style="color: green;">▲</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 84%;"></div>	8	1,220 days	0.4	84%	90%	87%	-6%

█ < 90% █ 90-110% █ >110%

## Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs