

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%

▲ > 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	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%

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

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%

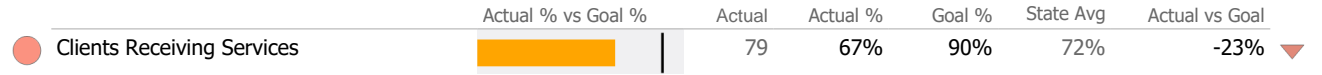
Race	#	%	State Avg
White/Caucasian	89	57%	62%
Black/African American	54	34%	17% ▲
Other	9	6%	13%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	1%	0%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	6%
Multiple Races			1%

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

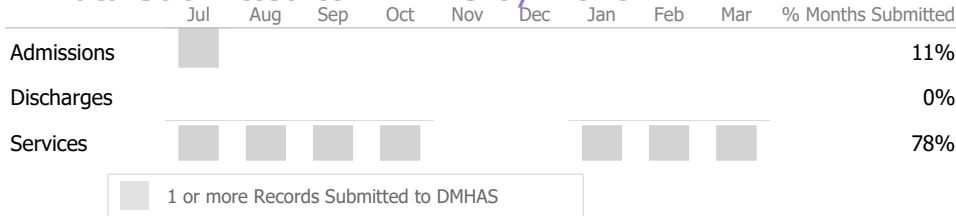
Program Activity

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		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	95%
Diagnosis		
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% ▲

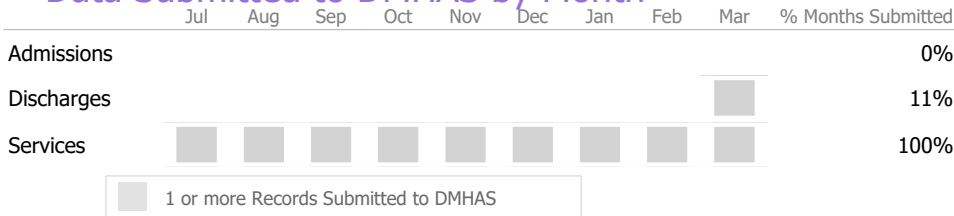
Recovery

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% ▼
Discharges	4	5	-20% ▼
Bed Days	2,428	1,889	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	86%	89%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	80%	72%	-5%
No Re-admit within 30 Days of Discharge		4	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	67%	-23% ▼

Recovery

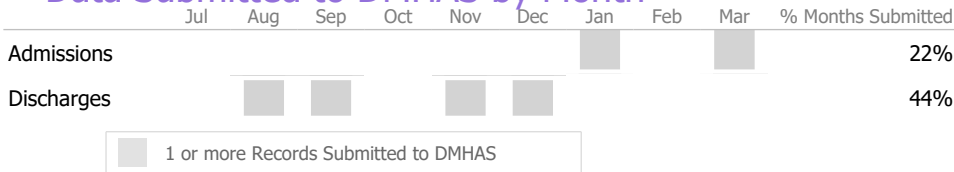
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	85%	60%	82%	25% ▲
Stable Living Situation		13	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	723 days	0.4	74%	90%	87%	-16% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

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	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	1,644	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	78%
On-Time Periodic	Actual	State Avg
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%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	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		22	85%	85%	88%	0%

Service Utilization

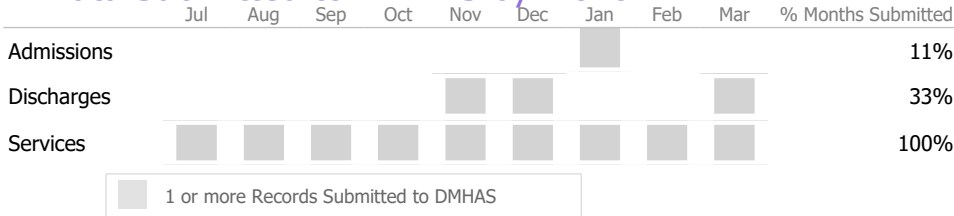
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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% ▲
Discharges	1	1	0%
Bed Days	1,839	2,072	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	89%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	72%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	90%	98%	10%
Social Support		5	62%	60%	82%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,220 days	0.4	84%	90%	87%	-6%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										11%

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