

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	53	2%
	Admits	9	11	-18% ▼
	Discharges	8	7	14% ▲
	Service Hours	1,224	864	42% ▲
	Bed Days	6,307	6,090	4%

> 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		54	100.0%
----------------------	--	----	--------

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	2%	10%	Male	36	67%	59%
26-34	11	20%	22%	Female	18	33%	41%
35-44	10	19%	23%	Transgender			0%
45-54	11	20%	19%				
55-64	18	33% ▲	19%				
65+	4	7%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	45	83% ▲	68%	White/Caucasian	31	57%	62%
Hispanic-Other	6	11%	8%	Black/African American	14	26%	17%
Hisp-Puerto Rican	3	6%	11%	Other	7	13%	13%
Hispanic-Cuban			0%	Multiple Races	1	2%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	2%	0%
Unknown		▼ 12%		Am. Indian/Native Alaskan			0%
				Asian			1%
				Unknown			6%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	3	4	-25% ▼
Discharges	3	3	0%
Service Hours	1,224	864	42% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	92%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	81%
SA Screen Complete	67%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	95%

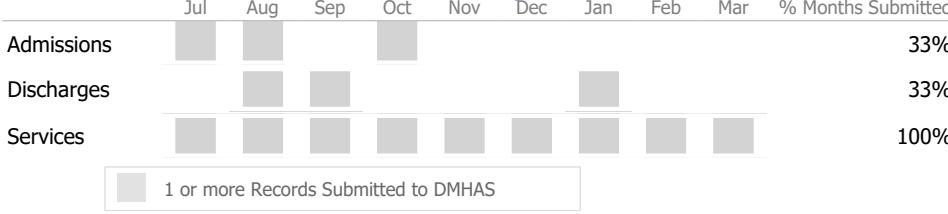
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	50%	80%	-17% ▼
<b>Recovery</b>						
✓ Social Support		22	85%	60%	85%	25% ▲
✓ Stable Living Situation		26	100%	85%	96%	15% ▲
● Employed		1	4%	25%	15%	-21% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	98%	10%

## Data Submitted to DMHAS by Month



&gt; 10% Over

&lt; 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 25 Active Residential Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	5	5	0%
Discharges	4	3	33% <span style="color: green;">▲</span>
Bed Days	3,012	2,952	2%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
<span style="color: red;">●</span> Treatment Completed Successfully		1	25%	60%	72%	-35%	<span style="color: red;">▼</span>	
<span style="color: green;">✓</span> Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%		

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Social Support		14	88%	60%	85%	28% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Stable Living Situation		16	100%	95%	95%	5% <span style="color: green;">▲</span>
<span style="color: red;">●</span> Employed		1	6%	25%	12%	-19% <span style="color: red;">▼</span>

## Bed Utilization

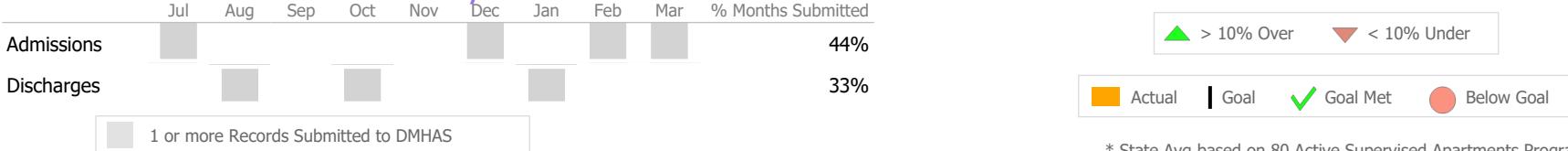
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Avg Utilization Rate		13	1,062 days	0.3	85%	90%	92%	-5%



## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	100%	78%
On-Time Periodic		
<span style="color: green;">✓</span> 6 Month Updates	100%	90%
Co-occurring		
<span style="color: green;">✓</span> MH Screen Complete	100%	98%
<span style="color: green;">✓</span> SA Screen Complete	100%	88%
Diagnosis		
<span style="color: green;">✓</span> 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	13	13	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	3,295	3,138	5%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	▲	
							Actual % vs Goal %	Actual
✓ Treatment Completed Successfully			1	100%	60%	72%	40%	▲
✓ Follow-up within 30 Days of Discharge			1	100%	90%	79%	10%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation			13	100%	95%	95%	5%
✓ Social Support			8	62%	60%	85%	2%
● Employed			0	0%	25%	12%	-25% ▼

## Bed Utilization

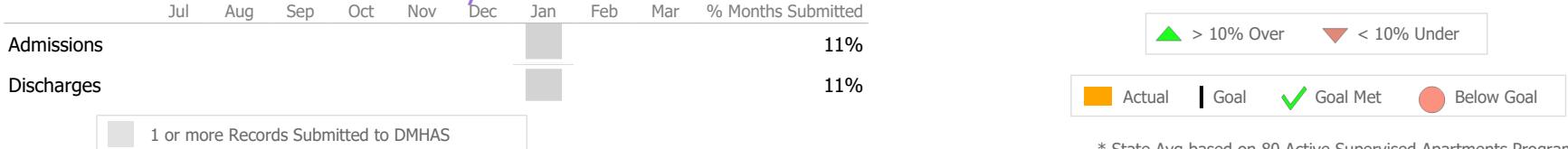
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	▲
✓ Avg Utilization Rate			12	2,229 days	0.3	100%	90%	92%	10%



## 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		100%
		98%
✓ SA Screen Complete		100%
		88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
		99%

## Data Submitted to DMHAS by Month



\* State Avg based on 80 Active Supervised Apartments Programs