

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	111	109	2%
	Admits	18	23	-22%
	Discharges	23	22	5%
	Service Hours	1,435	1,151	25%
	Bed Days	10,165	10,779	-6%

> 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%
✓ Overall		93%	80%	91%
✓ Respect		91%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		89%	80%	88%
✓ General Satisfaction		86%	80%	92%
● Outcome		79%	80%	83%
● Recovery		69%	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			
	Community Support	44	38.9%
	Case Management	29	25.7%
	Residential Services	17	15.0%
Addiction			
	Residential Services	17	15.0%
Forensic MH			
	Crisis Services	6	5.3%

Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	14	13%	22%
35-44	18	16%	23%
45-54	22	20%	18%
55-64	40	36%	18%
65+	15	14%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	85	77%	68%
Hisp-Puerto Rican	15	14%	11%
Hispanic-Other	7	6%	9%
Hispanic-Mexican	3	3%	1%
Unknown	1	1%	12%
Hispanic-Cuban		0%	

Gender	#	%	State Avg
Male	61	55%	59%
Female	50	45%	41%
Transgender			0%

Race	#	%	State Avg
Black/African American	53	48%	17%
White/Caucasian	52	47%	61%
Asian	2	2%	1%
Other	2	2%	13%
Am. Indian/Native Alaskan	1	1%	0%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	86	204	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	15	100%	85%	95%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	93%	90%	98%	3%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic		
✓ 6 Month Updates	93%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	17	-18%	▼
Admits	-	2	-100%	▼
Discharges	2	3	-33%	▼
Service Hours	102	82	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	14	14	100%	85%	95%	15% ▲

Service Utilization

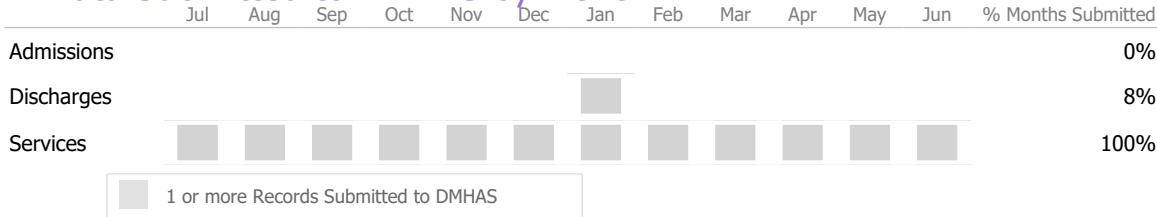
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	11	11	92%	90%	98%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	83%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	43	2%
Admits	7	9	-22% ▼
Discharges	7	6	17% ▲
Service Hours	1,247	865	44% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	85%
On-Time Periodic		Actual	State Avg
● 6 Month Updates		76%	83%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	94%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

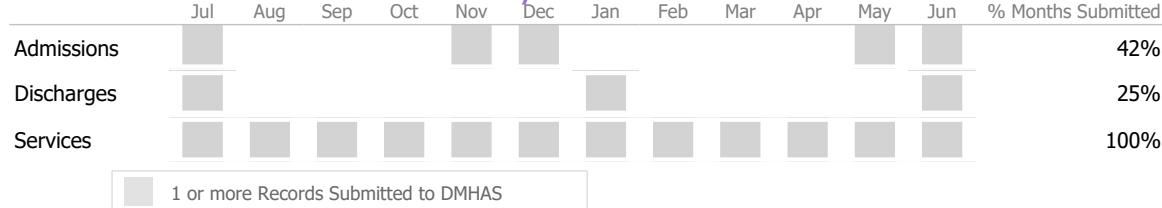
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	65%	56%	6%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	86%	60%	80%	26% ▲
✓ Stable Living Situation		41	93%	80%	87%	13% ▲
● Employed		5	11%	20%	14%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	98%	10%

Data Submitted to DMHAS by Month



* State Avg based on 38 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	4	5	-20% ▼
Discharges	5	5	0%
Bed Days	4,501	4,636	-3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	80%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	90%	91%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	98%
✓ SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

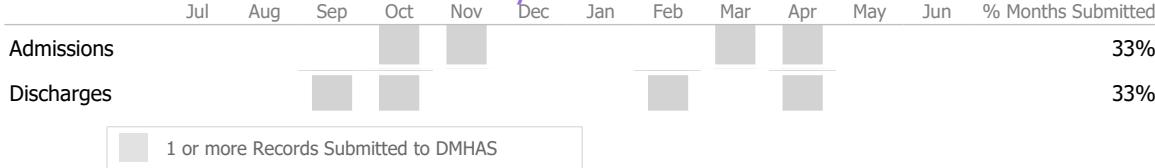
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

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	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

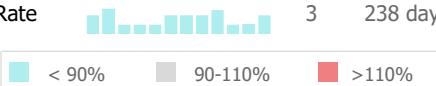
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	4	3	33% ▲
Discharges	5	4	25% ▲
Bed Days	616	768	-20% ▼

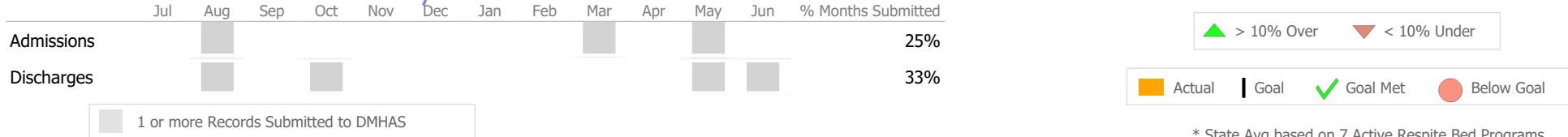
Discharge Outcomes

		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		5	100%	85%	94%	15% ▲
	✓ Follow-up within 30 Days of Discharge		3	100%	90%	81%	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	238 days	0.3	56%	90%	50%	-34% ▼

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	17	17	0%
Admits	3	2	50% ▲
Discharges	4	3	33% ▲
Bed Days	5,048	5,375	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	█	1	25%	85%	40%	-60% ▼
✓ Follow-up within 30 Days of Discharge	█	1	100%	90%	25%	10%

Recovery

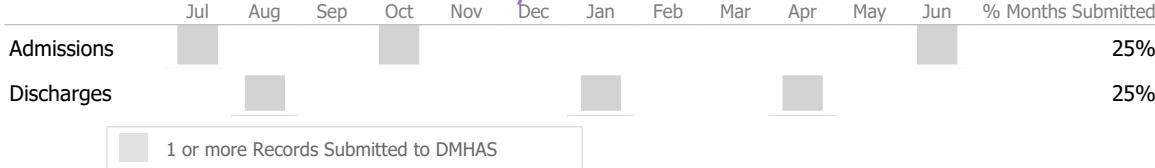
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help	█	5	29%	60%	36%	-31% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	█ █ █ █ █ █ █	15	1,242 days	0.3	92%	90%	84%	2%



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