

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	162	154	5%
	Admits	13	24	-46%
	Discharges	14	13	8%
	Service Hours	3,864	1,665	132%
	Bed Days	8,152	7,577	8%
	S.Rehab/PHP/IOP	3,137	180	1643%

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

Consumer Satisfaction Survey

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	58.1%
Residential Services		31	15.3%
Case Management		28	13.8%
Community Support		26	12.8%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	17	10%	22%
35-44	27	17%	23%
45-54	36	22%	18%
55-64	54	33%	18%
65+	25	15%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	142	88%	68%
Hispanic-Other	8	5%	9%
Hisp-Puerto Rican	8	5%	11%
Unknown	4	2%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Gender	#	%	State Avg
Male	85	52%	59%
Female	77	48%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	91	56%	61%
Black/African American	56	35%	17%
Other	9	6%	13%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	1%	0%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	116	2%
Admits	2	6	-67% ▼
Discharges	-	-	
Service Hours	3,120	913	
Social Rehab/PHP/IOP Days	3,137	180	1643% ▲

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	31	-16%	▼
Admits	-	3	-100%	▼
Discharges	2	5	-60%	▼
Service Hours	403	449	-10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	85%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	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		1	50%	65%	56%	-15% ▼
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		26	100%	80%	87%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	5	9	-44% ▼
Discharges	5	5	0%
Bed Days	3,476	2,755	26% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	88%
✓ 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		4	80%	80%	62%	0%
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	72%	-15% ▼

Recovery

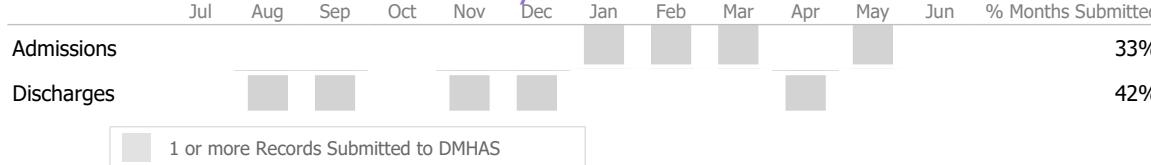
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	88%	60%	87%	28% ▲
✓ Stable Living Situation		16	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	732 days	0.3	79%	90%	93%	-11% ▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	2,190	2,190	0%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	80%
✓ On-Time Periodic 6 Month Updates	100%	91%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	98%
SA Screen Complete	N/A	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		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

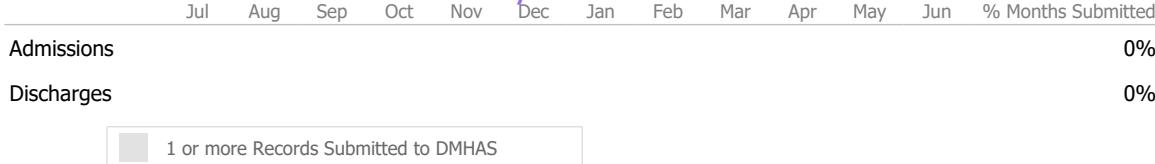
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	84%	23%
✓ Stable Living Situation		6	100%	95%	93%	5%
● Employed		1	17%	25%	12%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,905 days	0.3	100%	90%	91%	10%



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	28	26	8%
Admits	3	5	-40% ▼
Discharges	6	1	500% ▲
Service Hours	341	303	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	82%	23	82%	85%	87%	-3%

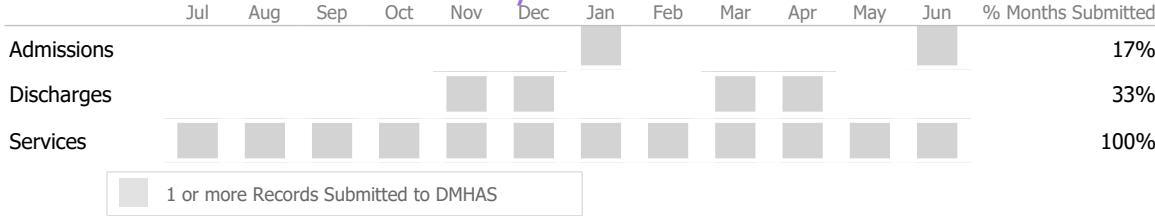
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
95%	95%	21	95%	90%	97%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	3	1	200%	▲
Discharges	1	2	-50%	▼
Bed Days	2,486	2,632	-6%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	80%	62%	-80% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	86%
Co-occurring		
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	95%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	98%

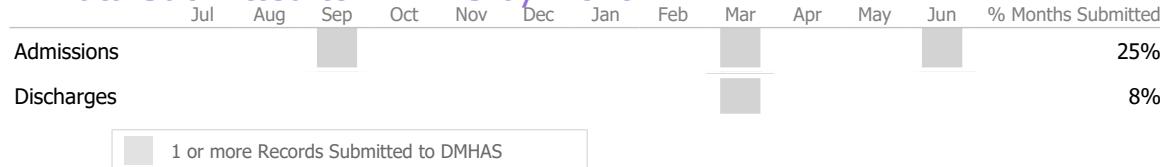
Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	90%	98%	10%
✓ Social Support		6	67%	60%	87%	7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	1,288 days	0.3	85%	90%	93%	-5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

* State Avg based on 26 Active Group Home Programs