

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	69	78	-12%	▼
	Admits	26	40	-35%	▼
	Discharges	26	32	-19%	▼
	Service Hours	575	1,287	-55%	▼
	Bed Days	274	151	81%	▲

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

### Consumer Satisfaction Survey

(Based on 1 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	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	Case Management	68	98.6%
	Residential Services	1	1.4%

### Client Demographics

Age	#	%	State Avg
18-25	5	7%	10%
26-34	10	15%	20%
35-44	19	28%	24%
45-54	15	22%	18%
55-64	16	24%	19%
65+	3	4%	9%

Gender	#	%	State Avg
Male	53	77%	▲ 59%
Female	16	23%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	58	84%	▲ 68%
Hisp-Puerto Rican	9	13%	11%
Hispanic-Other	2	3%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	58	84%	▲ 61%
Black/African American	8	12%	17%
Other	3	4%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			7%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	3	-67% ▼
Discharges	3	1	200% ▲
Service Hours	176	448	-61% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	62%	85%	86%	-23% ▼

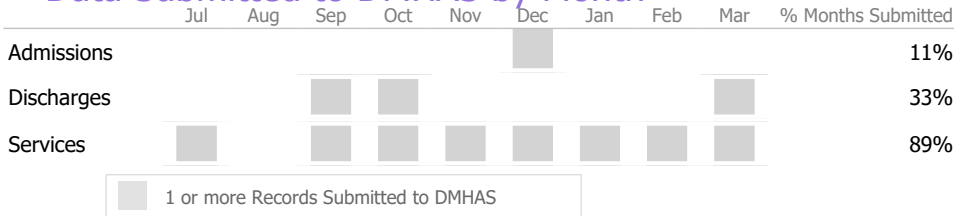
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	97%	10% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		84%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	-	
Discharges	2	-	
Service Hours	150	310	-52% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		9	82%	85%	86%	-3%

### Service Utilization

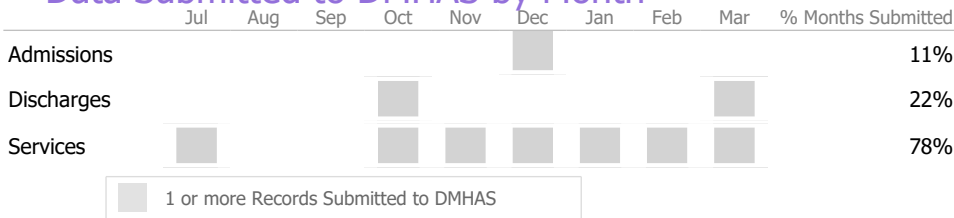
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



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█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	-	
Bed Days	274	151	81% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	77%	N/A

### Recovery

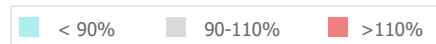
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		1	100%	85%	93%	15% ▲
Employed		0	0%	25%	14%	-25% ▼
Social Support		0	0%	60%	86%	-60% ▼
Improved/Maintained Function Score		0	0%	95%	25%	-95% ▼

### Service Utilization

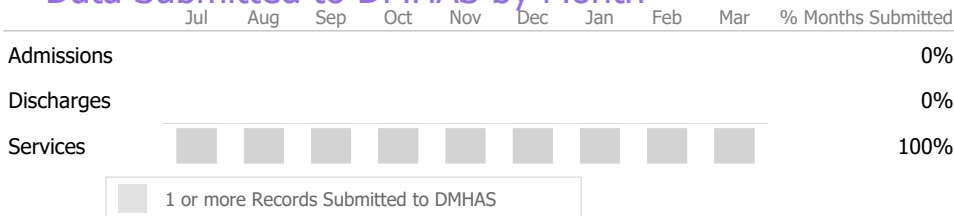
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	100%	90%	98%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	515 days	0.3	100%	90%	73%	10%



### Data Submitted to DMHAS by Month



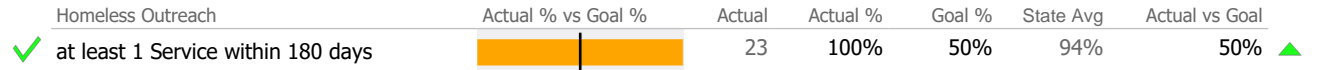
\* State Avg based on 25 Active Residential Support Programs

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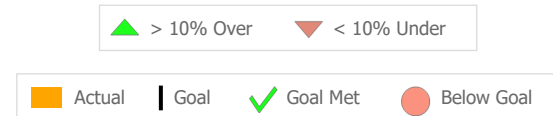
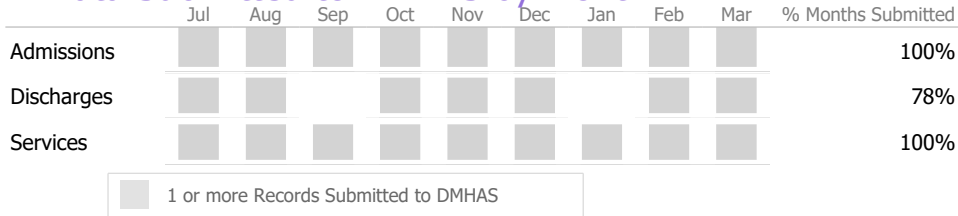
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	42	-21% ▼
Admits	24	34	-29% ▼
Discharges	21	31	-32% ▼
Service Hours	13	19	-32% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 48 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	236	510	-54% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	86%	15% ▲

### Service Utilization

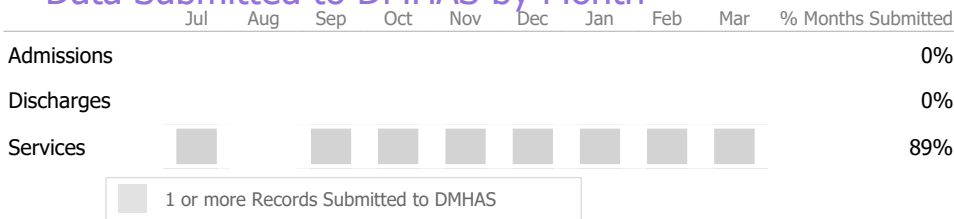
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

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