

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	97	113	-14% ▼
	Admits	31	41	-24% ▼
	Discharges	30	47	-36% ▼
	Service Hours	3,086	7,489	-59% ▼
	Bed Days	1,334	1,647	-19% ▼

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

Consumer Satisfaction Survey

(Based on 62 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		92%	80%	83%

■ 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	43	44.3%
	Residential Services	30	30.9%
	Inpatient Services	24	24.7%

Client Demographics

Age	#	%	State Avg
18-25	2	2%	10%
26-34	13	13%	21%
35-44	15	15%	24%
45-54	22	23%	18%
55-64	31	32% ▲	18%
65+	14	14%	9%

Gender	#	%	State Avg
Male	53	55%	59%
Female	44	45%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	83	86% ▲	67%
Hisp-Puerto Rican	6	6%	10%
Hispanic-Other	4	4%	9%
Unknown	4	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	50	52%	60%
Black/African American	41	42% ▲	18%
Other	5	5%	12%
Unknown	1	1%	7%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	27	11% ▲
Admits	8	1	700% ▲
Discharges	3	5	-40% ▼
Service Hours	1,384	3,173	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	76%	17% ▲

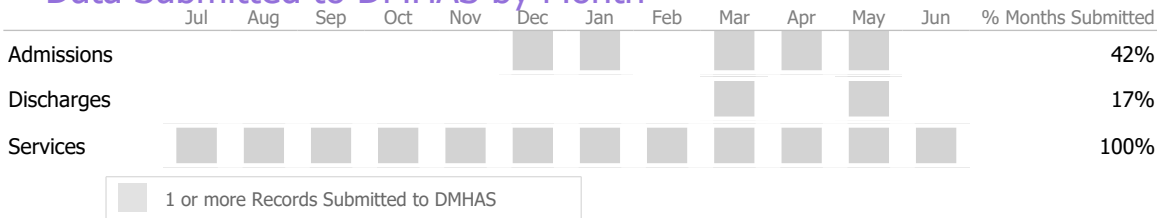
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		29	97%	60%	85%	37% ▲
✓ Stable Living Situation		30	100%	85%	95%	15% ▲
● Employed		1	3%	25%	15%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 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	24	44	-45% ▼
Admits	20	40	-50% ▼
Discharges	21	40	-48% ▼
Bed Days	1,334	1,647	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A NaN
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% 100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		20	95%	85%	97%	10%
● Follow-up within 30 Days of Discharge		13	62%	90%	62%	-28% ▼

Recovery

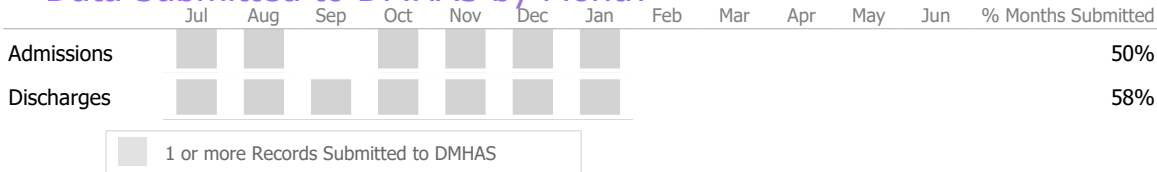
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		17	81%	95%	69%	-14% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	88 days	0.2	61%	90%	139%	-29% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 2 Active Acute Pyschiatric - Intermediate Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	42	2%
Admits	3	-	
Discharges	6	2	200% ▲
Service Hours	1,702	4,316	-61% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		42	98%	85%	86%	13% ▲

Service Utilization

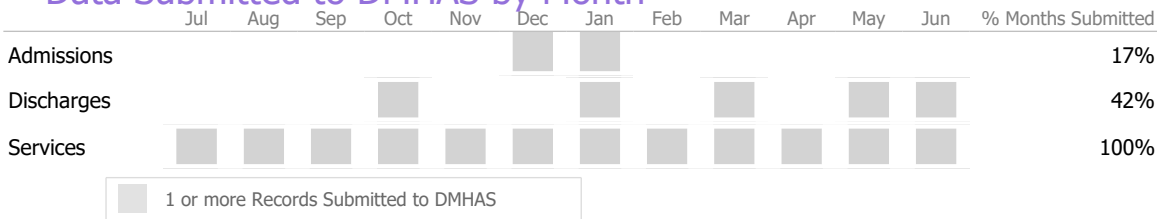
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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