

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	55	56	-2%
	Admits	8	13	-38% ▼
	Discharges	6	12	-50% ▼
	Service Hours	1,831	1,705	7%
	Bed Days	8,816	8,491	4%

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

### Consumer Satisfaction Survey

(Based on 39 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		92%	80%	83%
✓ Respect		89%	80%	91%
✓ Recovery		82%	80%	79%

■ Satisfied %    |    Goal %    ■ 0-80%    ■ 80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Residential Services	55	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	1	2%	10%
26-34	14	25%	21%
35-44	7	13% ▼	24%
45-54	9	16%	18%
55-64	20	36% ▲	18%
65+	4	7%	9%

Gender	#	%	State Avg
Male	33	60%	59%
Female	22	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	43	78% ▲	67%
Hispanic-Other	7	13%	9%
Hisp-Puerto Rican	5	9%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			13% ▼

Race	#	%	State Avg
White/Caucasian	32	58%	60%
Black/African American	14	25%	18%
Other	7	13%	12%
Multiple Races	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Unknown			7%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	4	4	0%
Discharges	2	5	-60% ▼
Service Hours	1,831	1,705	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
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		2	100%	50%	76%	50% ▲

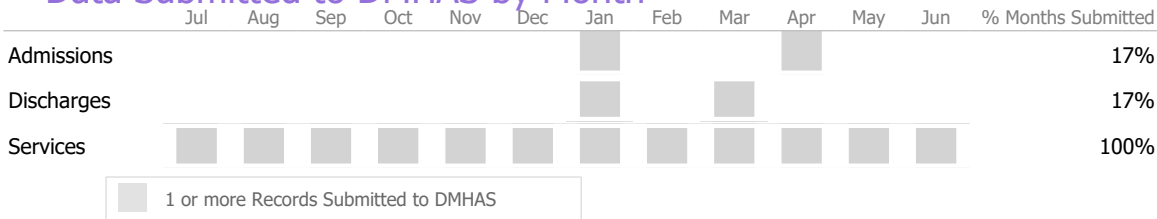
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	85%	60%	85%	25% ▲
✓ Stable Living Situation		26	100%	85%	95%	15% ▲
✓ Improved/Maintained Function Score		21	95%	95%	39%	0% ▼
● Employed		1	4%	25%	15%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	3	7	-57% ▼
Discharges	3	5	-40% ▼
Bed Days	4,636	4,102	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	67%	7%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	77%	10%

### Recovery

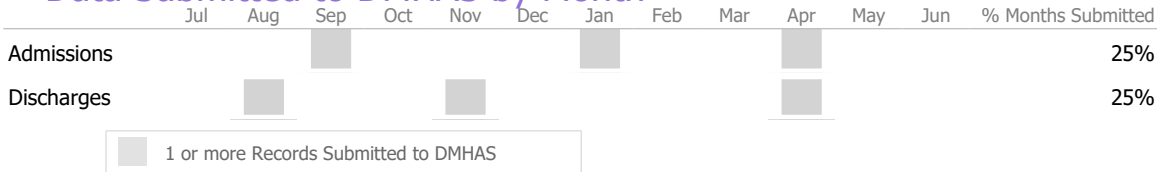
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	100%	60%	85%	40% ▲
✓ Stable Living Situation		16	100%	95%	94%	5%
● Employed		1	6%	25%	14%	-19% ▼
● Improved/Maintained Function Score		7	50%	95%	47%	-45% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	934 days	0.2	98%	90%	95%	8%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 85 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	4,180	4,389	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	67%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

### Recovery

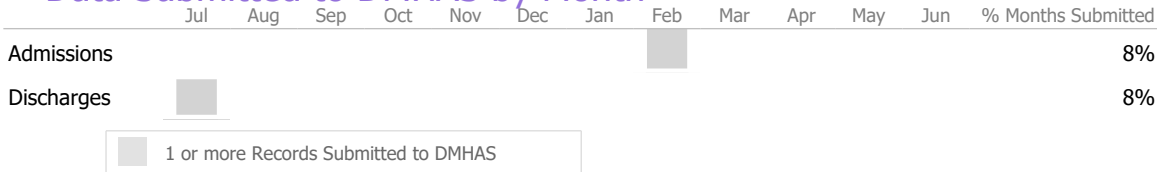
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	95%	94%	5%
✓ Social Support		8	62%	60%	85%	2%
● Improved/Maintained Function Score		10	83%	95%	47%	-12% ▼
● Employed		0	0%	25%	14%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	2,160 days	0.3	95%	90%	95%	5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 85 Active Supervised Apartments Programs

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