

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	64	66	-3%
	Admits		1	-100% ▼
	Discharges			
	Service Hours	7	282	-98% ▼
	Bed Days	1,472	1,472	0%
	S.Rehab/PHP/IOP	70	1,140	-94% ▼

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

Consumer Satisfaction Survey

(Based on 48 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Access		89%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Participation in Treatment		85%	80%	92%
✓ Overall		83%	80%	91%
✓ Outcome		82%	80%	83%
● Quality and Appropriateness		74%	80%	93%
● Recovery		67%	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	42	44.2%
	Community Support	27	28.4%
	Residential Services	16	16.8%
	Case Management	10	10.5%

Client Demographics

Age	#	%	State Avg
18-25	1	2%	8%
26-34	6	9%	18%
35-44	6	9%	24%
45-54	14	22%	19%
55-64	19	30%	20%
65+	18	28%	11%

Gender	#	%	State Avg
Male	48	75%	▲ 58%
Female	16	25%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	58	91%	▲ 66%
Hispanic-Other	3	5%	10%
Unknown	3	5%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%

Race	#	%	State Avg
White/Caucasian	56	88%	▲ 60%
Black/African American	5	8%	17%
Asian	1	2%	1%
Other	1	2%	12%
Unknown	1	2%	8%
Am. Indian/Native Alaskan			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	8	8	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 97%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 78%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% 100%

Discharge Outcomes

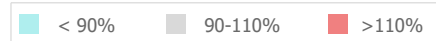
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	79%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	86%	28% ▲
✓ Stable Living Situation		8	100%	90%	96%	10%
○ Improved/Maintained Function Score		0	0%	95%	46%	-95% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				8	2,325 days	1.0	100%	90%	80%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS



* State Avg based on 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	7	-100% ▼
Bed Days	736	736	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 89%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 89%
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		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		8	100%	60%	84%	40% ▲
✓ Stable Living Situation		8	100%	95%	93%	5%
● Employed		1	12%	25%	13%	-13% ▼
● Improved/Maintained Function Score		0	0%	95%	51%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,600 days	1.0	100%	90%	95%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 84 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	29	-7%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	7	190	-96% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	77%
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	65%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	93%	60%	79%	33% ▲
✓ Stable Living Situation		27	100%	80%	87%	20% ▲
● Employed		4	15%	20%	14%	-5%
● Improved/Maintained Function Score		4	15%	65%	50%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	15%	90%	93%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 35 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	85	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	85%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	87%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

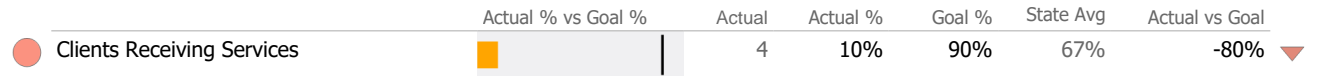
Actual Goal Goal Met Below Goal

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

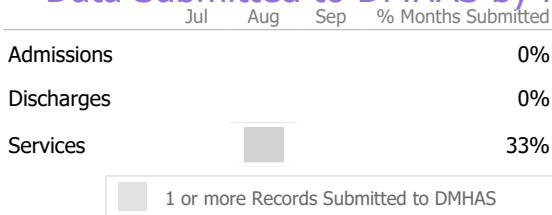
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	42	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	70	1,140	-94% ▼

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