

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	39	40	-3%
	Admits	1	1	0%
	Discharges	4	1	300% ▲
	Service Hours	170	165	3%
	Bed Days	2,104	2,335	-10%

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

Consumer Satisfaction Survey

(Based on 37 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Recovery		97%	80%	79%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Outcome		94%	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	Residential Services	25	64.1%
	Case Management	14	35.9%

Client Demographics

Age	#	%	State Avg
18-25	3	8%	8%
26-34	9	23%	18%
35-44	10	26%	24%
45-54	10	26%	19%
55-64	3	8%	20% ▼
65+	4	10%	11%

Gender	#	%	State Avg
Male	26	67%	58%
Female	13	33%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	28	72%	66%
Hisp-Puerto Rican	7	18%	11%
Hispanic-Other	3	8%	10%
Unknown	1	3%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	20	51%	60%
Black/African American	9	23%	17%
Other	8	21%	12%
Multiple Races	1	3%	1%
Hawaiian/Other Pacific Islander	1	3%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Unknown			8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Bed Days	671	679	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		1	50%	80%	79%	-30% ▼
No Re-admit within 30 Days of Discharge		1	50%	85%	72%	-35% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	80%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	75%	60%	86%	15% ▲
Stable Living Situation		8	100%	90%	96%	10% ▲
Improved/Maintained Function Score		6	100%	95%	46%	5% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				8	427 days	1.0	91%	90%	80%	1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	1	-	
Discharges	2	-	
Bed Days	1,433	1,656	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	70%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	94%	60%	84%	34% ▲
✓ Stable Living Situation		18	100%	95%	93%	5%
○ Employed		2	11%	25%	13%	-14% ▼
✓ Improved/Maintained Function Score		14	100%	95%	51%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		18	1,092 days	1.0	87%	90%	95%	-3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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	14	13	8%
Admits	-	-	
Discharges	-	-	
Service Hours	170	165	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	85%	15% ▲

Service Utilization

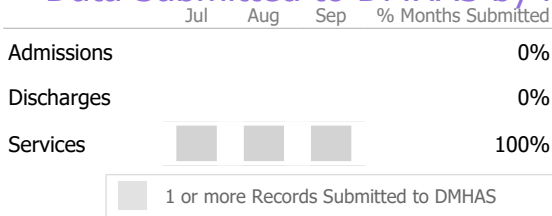
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	87%	10%

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



▲ > 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.