

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	49	48	2%
	Admits	1	1	0%
	Discharges	1	2	-50% ▼
	Service Hours	488	562	-13% ▼
	Bed Days	2,334	2,214	5%

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

### Consumer Satisfaction Survey

(Based on 46 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Outcome		96%	80%	83%
✓ Recovery		93%	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	49	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	8%
26-34	9	18%	18%
35-44	9	18%	24%
45-54	7	14%	19%
55-64	20	41% ▲	20%
65+	4	8%	11%

Gender	#	%	State Avg
Male	29	59%	58%
Female	20	41%	42%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	40	82% ▲	66%
Hispanic-Other	6	12%	10%
Hisp-Puerto Rican	3	6%	11%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Unknown	0	0%	13% ▼

Race	#	%	State Avg
White/Caucasian	30	61%	60%
Black/African American	12	24%	17%
Other	5	10%	12%
Multiple Races	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Unknown	0	0%	8%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	-	-	
Discharges	1	-	
Service Hours	488	562	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	78%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	87%	60%	88%	27% ▲
Stable Living Situation		23	100%	85%	97%	15% ▲
Improved/Maintained Function Score		19	83%	95%	42%	-12% ▼
Employed		1	4%	25%	14%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 22 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	13	14	-7%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,196	1,172	2%

### 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

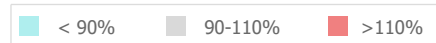
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	84%	40% ▲
✓ Stable Living Situation		13	100%	95%	93%	5%
✓ Improved/Maintained Function Score		12	100%	95%	51%	5%
● Employed		1	8%	25%	13%	-17% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	926 days	1.0	100%	90%	95%	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 84 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	12	8%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	1,138	1,042	9%

### 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

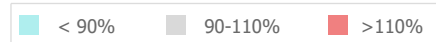
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	69%	60%	84%	9%
✓ Stable Living Situation		13	100%	95%	93%	5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Function Score		8	67%	95%	51%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	2,025 days	1.0	95%	90%	95%	5%



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



\* State Avg based on 84 Active Supervised Apartments Programs

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