

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	146	158	-8%
	Admits	14	7	100% ▲
	Discharges	20	34	-41% ▼
	Service Hours	13,368	12,966	3%
	Bed Days	4,137	4,367	-5%
	S.Rehab/PHP/IOP	11,452	1,859	516%

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

Consumer Satisfaction Survey

(Based on 77 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ General Satisfaction		96%	80%	92%
✓ Recovery		96%	80%	79%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Outcome		93%	80%	83%
✓ Respect		93%	80%	91%

■ 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	114	69.9%
	Residential Services	27	16.6%
	Case Management	22	13.5%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	8%
26-34	14	10%	19%
35-44	23	16%	24%
45-54	27	18%	18%
55-64	47	32% ▲	19%
65+	32	22% ▲	10%

Gender	#	%	State Avg
Male	83	57%	59%
Female	63	43%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	122	84% ▲	65%
Hisp-Puerto Rican	12	8%	10%
Hispanic-Other	8	5%	10%
Unknown	4	3% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

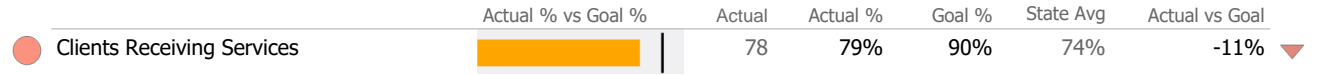
Race	#	%	State Avg
White/Caucasian	79	54%	60%
Black/African American	49	34% ▲	17%
Other	12	8%	12%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	8%

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

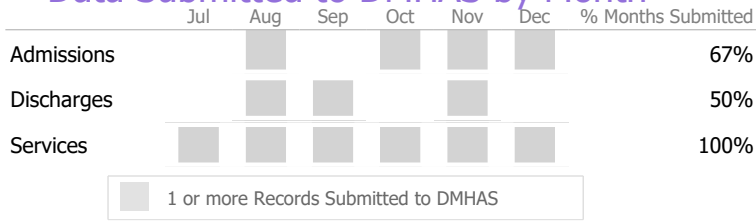
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	122	-7%
Admits	7	3	133% ▲
Discharges	16	3	433% ▲
Service Hours	13,215	12,750	4%
Social Rehab/PHP/IOP Days	11,452	1,859	516% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	1,781	2,002	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	80%	86%	-13% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	85%	15% ▲
Follow-up within 30 Days of Discharge		1	50%	90%	83%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	92%	60%	84%	32% ▲
Stable Living Situation		13	100%	90%	97%	10%
Improved/Maintained Function Score		4	40%	95%	64%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	858 days	0.5	81%	90%	80%	-9%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■			■	50%
Discharges	■	■		■			50%

■ 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

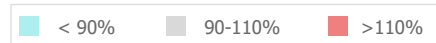
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	86%	23% ▲
✓ Stable Living Situation		6	100%	95%	96%	5%
● Employed		1	17%	25%	13%	-8%
● Improved/Maintained Function Score		0	0%	95%	61%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	4,454 days	0.5	100%	90%	91%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	153	171	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	86%	85%	86%	1%

Service Utilization

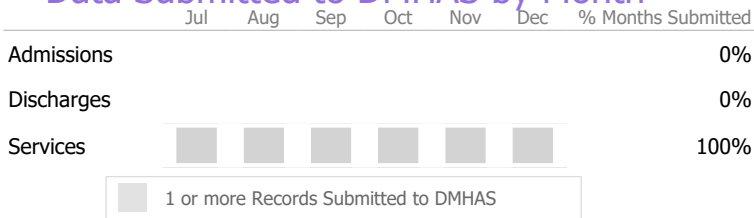
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

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

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	4	-	
Discharges	1	3	-67% ▼
Bed Days	1,252	1,261	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	66%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

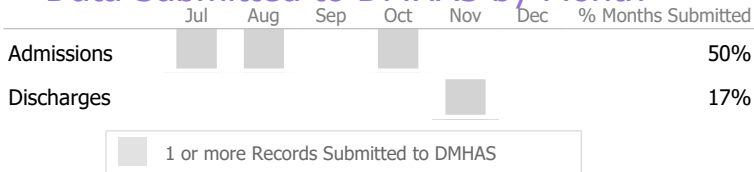
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	95%	96%	5%
Social Support		4	50%	60%	86%	-10%
Employed		0	0%	25%	13%	-25% ▼
Improved/Maintained Function Score		3	75%	95%	61%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	454 days	0.5	85%	90%	91%	-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 83 Active Supervised Apartments Programs

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