

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Upward Trend	Unique Clients	155	164	-5%
Upward Trend	Admits	26	13	100% ▲
Upward Trend	Discharges	65	52	25% ▲
Upward Trend	Service Hours	18,750	19,937	-6%
Upward Trend	Bed Days	6,203	6,322	-2%
Upward Trend	S.Rehab/PHP/IOP	15,410	4,279	260% ▲

▲ > 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	<div style="width: 97%;"><div style="width: 97%;"></div></div>	97%	80%	91%
✓ Access	<div style="width: 97%;"><div style="width: 97%;"></div></div>	97%	80%	88%
✓ General Satisfaction	<div style="width: 96%;"><div style="width: 96%;"></div></div>	96%	80%	92%
✓ Recovery	<div style="width: 96%;"><div style="width: 96%;"></div></div>	96%	80%	79%
✓ Quality and Appropriateness	<div style="width: 96%;"><div style="width: 96%;"></div></div>	96%	80%	93%
✓ Participation in Treatment	<div style="width: 95%;"><div style="width: 95%;"></div></div>	95%	80%	92%
✓ Outcome	<div style="width: 93%;"><div style="width: 93%;"></div></div>	93%	80%	83%
✓ Respect	<div style="width: 93%;"><div style="width: 93%;"></div></div>	93%	80%	91%

█ Satisfied % | █ Goal % | █ 0-80% | █ 80-100% | █ Goal Met | █ Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Social Rehabilitation	<div style="width: 71%;"></div>	127	70.9%
Residential Services	<div style="width: 17%;"></div>	30	16.8%
Case Management	<div style="width: 12%;"></div>	22	12.3%

Client Demographics

Age

Age	#	%	State Avg
18-25	3	2%	9%
26-34	15	10%	20%
35-44	24	15%	25%
45-54	29	19%	18%
55-64	50	32% ▲	19%
65+	34	22% ▲	10%

Gender

Gender	#	%	State Avg
Male	89	57%	59%
Female	66	43%	40%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	83	54%	59%
Black/African American	51	33% ▲	17%
Other	11	7%	12%
Unknown	3	2%	9%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	131	85% ▲	64%
Hisp-Puerto Rican	12	8%	10%
Hispanic-Other	8	5%	10%
Unknown	4	3% ▼	14%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

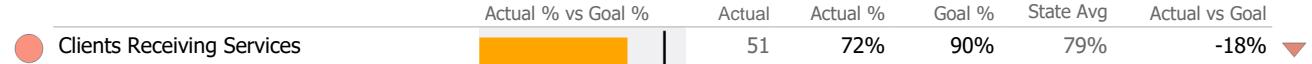
█ Unique Clients | █ State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

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

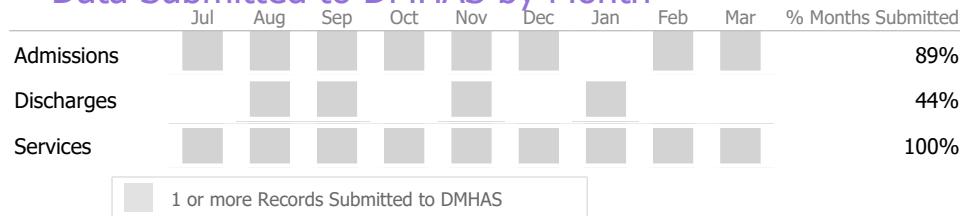
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	128	-1%
Admits	16	6	167% ▲
Discharges	58	16	263% ▲
Service Hours	18,514	19,622	-6%
Social Rehab/PHP/IOP Days	15,410	4,279	260% ▲

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

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

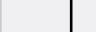
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	14	14%	▲
Admits	6	3	100%	▲
Discharges	4	4	0%	
Bed Days	2,703	2,959	-9%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	80%	88%	-5%
No Re-admit within 30 Days of Discharge		4	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	86%	-23% ▼

Data Submission Quality

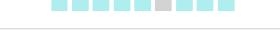
Data Entry	Actual	State Avg
Valid NOMS Data		100%
On-Time Periodic	Actual	State Avg
6 Month Updates		0%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	84%	28% ▲
Stable Living Situation		16	100%	90%	98%	10%
Improved/Maintained Function Score		5	42%	95%	70%	-53% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		12	882 days	0.3	82%	90%	82%	-8%

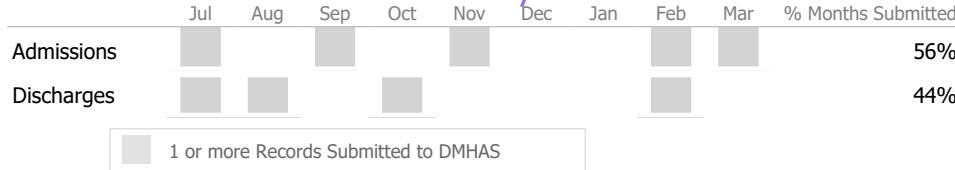


< 90%

90-110%

>110%

Data Submitted to DMHAS by Month


 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,650	1,644	0%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	89%
✓ On-Time Periodic 6 Month Updates	100%	89%
✓ 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
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

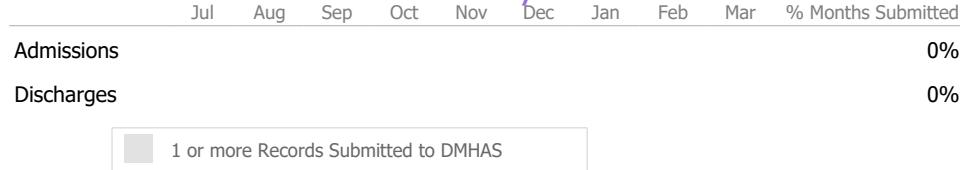
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	86%	23% ▲
✓ Stable Living Situation		6	100%	95%	95%	5% ▲
● Employed		1	17%	25%	13%	-8% ▼
● Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div style="width: 100%;"><div style="width: 100%; background-color: #ccc;"></div></div>	6	4,545 days	0.3	100%	90%	90%	10%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	237	270	-12% ▼

Recovery

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

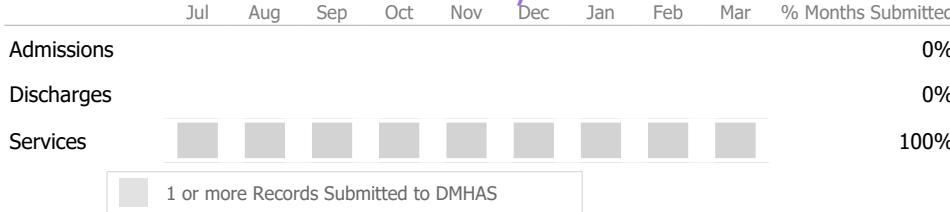
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% 22	22	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	84%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	11	-27%	▼
Admits	4	3	33%	▲
Discharges	3	7	-57%	▼
Bed Days	1,850	1,719	8%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	89%
On-Time Periodic		Actual	State Avg
●	6 Month Updates	40%	89%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
● Treatment Completed Successfully	0	0%	60%	66%	-60%	▼	
Follow-up within 30 Days of Discharge	N/A	N/A	90%	83%	N/A		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	8	100%	95%	95%	95%	5%
● Social Support	4	50%	60%	86%	-10%	
● Employed	0	0%	25%	13%	-25%	▼
● Improved/Maintained Function Score	5	71%	95%	63%	-24%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate	8	528 days	0.4	84%	90%	90%	90%	-6%	

< 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