

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	51	53	-4%
	Admits	4	6	-33% ▼
	Discharges	4	5	-20% ▼
	Service Hours	1,268	1,365	-7%
	Bed Days	6,976	6,565	6%

▲ > 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	#	%
Mental Health	Residential Services	51	100.0%

Client Demographics

Age	#	%	State Avg
18-25	0	0%	9%
26-34	9	18%	20%
35-44	10	20%	25%
45-54	8	16%	18%
55-64	20	39% ▲	19%
65+	4	8%	10%

Gender	#	%	State Avg
Male	29	57%	59%
Female	22	43%	40%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	41	80% ▲	64%
Hispanic-Other	6	12%	10%
Hisp-Puerto Rican	4	8%	10%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Unknown	0	0%	14% ▼

Race	#	%	State Avg
White/Caucasian	31	61%	59%
Black/African American	12	24%	17%
Other	6	12%	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%	9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	1	3	-67% ▼
Discharges	1	2	-50% ▼
Service Hours	1,268	1,365	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	70%	-50% ▼

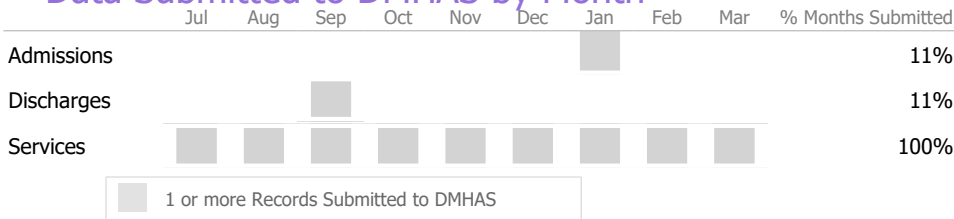
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	88%	60%	85%	28% ▲
Stable Living Situation		24	100%	85%	96%	15% ▲
Improved/Maintained Function Score		19	83%	95%	49%	-12% ▼
Employed		1	4%	25%	15%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 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	14	15	-7%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	3,584	3,477	3%

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		1	100%	60%	66%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	83%	10%

Recovery

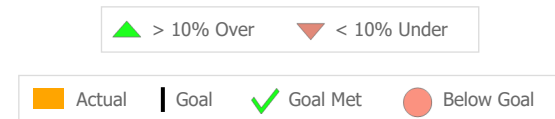
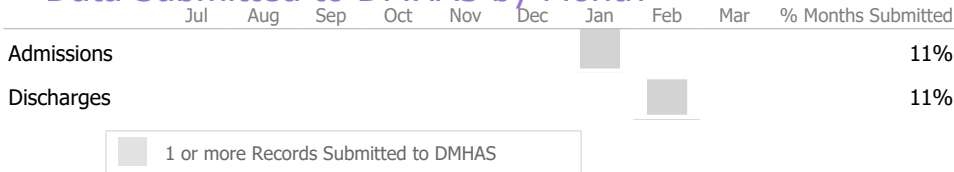
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	100%	60%	86%	40% ▲
✓ Improved/Maintained Function Score		14	100%	95%	63%	5%
✓ Stable Living Situation		14	100%	95%	95%	5%
● Employed		1	7%	25%	13%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,099 days	0.3	100%	90%	90%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	3,392	3,088	10%

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%	66%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

Recovery

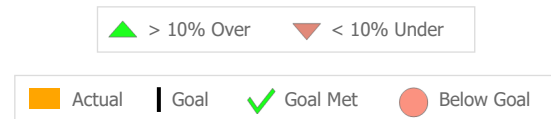
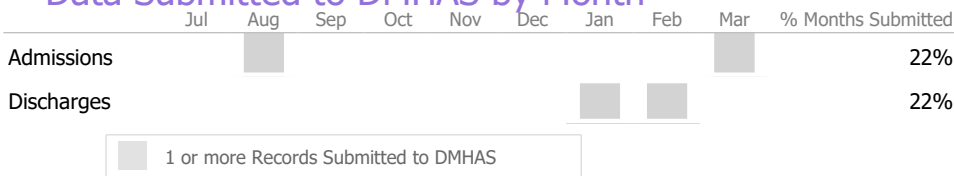
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	71%	60%	86%	11% ▲
✓ Stable Living Situation		14	100%	95%	95%	5%
✓ Improved/Maintained Function Score		13	100%	95%	63%	5%
○ Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	2,156 days	0.3	95%	90%	90%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 83 Active Supervised Apartments Programs

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