

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	397	364	9%
	Admits	106	123	-14% ▼
	Discharges	121	65	86% ▲
	Service Hours	608	338	80% ▲
	Bed Days	9,164	7,943	15% ▲

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

### Consumer Satisfaction Survey

(Based on 32 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ Outcome		91%	80%	83%
✓ Recovery		84%	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	Outpatient	358	89.7%
	Residential Services	41	10.3%

### Client Demographics

Age	#	%	State Avg
18-25	147	37%	▲ 9%
26-34	72	18%	20%
35-44	37	9%	▼ 25%
45-54	45	11%	18%
55-64	52	13%	18%
65+	41	10%	9%

Gender	#	%	State Avg
Male	200	51%	60%
Female	196	49%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	265	67%	64%
Hisp-Puerto Rican	104	26%	▲ 10%
Hispanic-Other	27	7%	11%
Unknown	1	0%	▼ 15%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	155	39%	▼ 58%
Black/African American	105	26%	17%
Other	96	24%	▲ 12%
Unknown	35	9%	9%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	12	8	50% ▲
Discharges	9	11	-18% ▼
Bed Days	2,138	1,677	27% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	75%	63%	3%
● No Re-admit within 30 Days of Discharge		6	67%	85%	77%	-18% ▼
● Follow-up within 30 Days of Discharge		6	86%	90%	69%	-4%

### Recovery

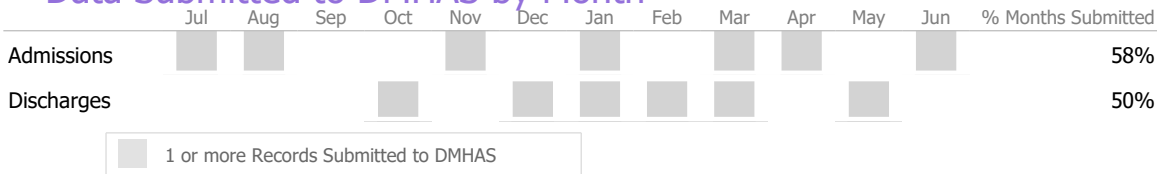
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		9	90%	75%	52%	15% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	206 days	0.2	83%	90%	86%	-7%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	151	-1%
Admits	-	11	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
6 Month Updates	0%	54%
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	50%	45%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		149	99%	60%	66%	39% ▲
✓ Stable Living Situation		148	99%	95%	75%	4%
● Employed		32	21%	30%	27%	-9%
● Improved/Maintained Function Score		0	0%	75%	49%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	90%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153	127	20% ▲
Admits	53	64	-17% ▼
Discharges	83	23	261% ▲
Service Hours	608	338	80% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	90%	54%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		60	72%	50%	45%	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		155	98%	60%	66%	38% ▲
✓ Employed		70	44%	30%	27%	14% ▲
✓ Stable Living Situation		155	98%	95%	75%	3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	99%	90%	90%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		53	100%	75%	68%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█		█			█		█		█	█	█	58%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	48	23% ▲
Admits	30	23	30% ▲
Discharges	20	14	43% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic		
6 Month Updates	0%	54%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	50%	50%	45%	0%

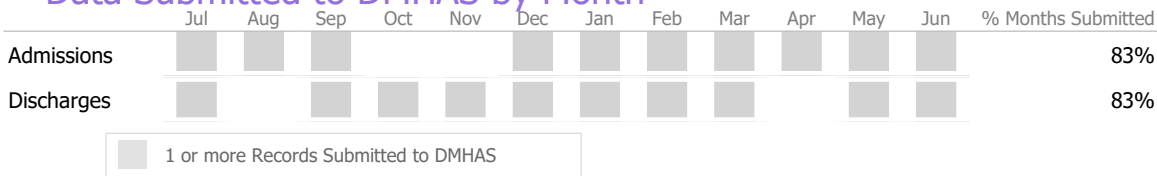
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	4%	30%	27%	-26% ▼
● Social Support		20	29%	60%	66%	-31% ▼
● Stable Living Situation		30	44%	95%	75%	-51% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

### Data Submitted to DMHAS by Month



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■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	34	-12% ▼
Admits	11	17	-35% ▼
Discharges	9	16	-44% ▼
Bed Days	7,026	6,266	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	92%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	78%	75%	63%	3%
No Re-admit within 30 Days of Discharge		7	78%	85%	77%	-7%
Follow-up within 30 Days of Discharge		6	86%	90%	69%	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		5	24%	75%	52%	-51% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	528 days	0.2	96%	90%	86%	6%

Legend: ■ < 90% ■ 90-110% ■ > 110%

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