

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	73	71	3%
	Admits	13	6	117% ▲
	Discharges	8	5	60% ▲
	Service Hours	529	836	-37% ▼
	Bed Days	5,569	5,840	-5%
	S.Rehab/PHP/IOP	2,988	3,936	-24% ▼

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

Consumer Satisfaction Survey

(Based on 48 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Access		89%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Participation in Treatment		85%	80%	92%
✓ Overall		83%	80%	91%
✓ Outcome		82%	80%	83%
● Quality and Appropriateness		74%	80%	93%
● Recovery		67%	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			
	Social Rehabilitation	47	43.5%
	Community Support	33	30.6%
	Residential Services	28	25.9%

Client Demographics

Age	#	%	State Avg
18-25	2	3%	9%
26-34	10	14%	20%
35-44	7	10%	25% ▼
45-54	17	23%	18%
55-64	19	26%	18%
65+	18	25%	9% ▲

Gender	#	%	State Avg
Male	54	74%	60% ▲
Female	19	26%	40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	66	90%	64% ▲
Unknown	4	5%	15%
Hispanic-Other	3	4%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	63	86%	58% ▲
Black/African American	7	10%	17%
Asian	1	1%	1%
Other	1	1%	12% ▼
Unknown	1	1%	9%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	8	50% ▲
Admits	4	-	
Discharges	4	-	
Bed Days	2,675	2,920	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	80%	86%	-5%
No Re-admit within 30 Days of Discharge		4	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%

Recovery

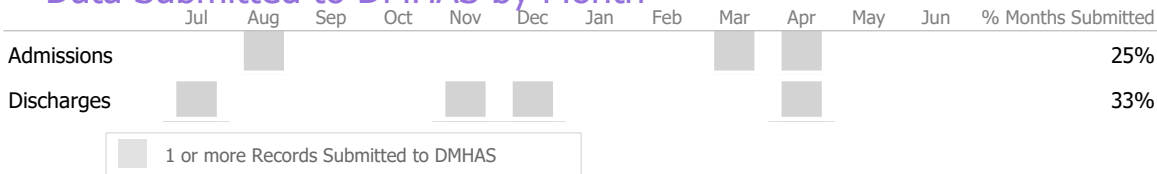
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	75%	60%	83%	15% ▲
Stable Living Situation		12	100%	90%	100%	10%
Improved/Maintained Function Score		3	33%	95%	69%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	2,318 days	0.2	91%	90%	83%	1%

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 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	76	36	114% ▲
Bed Days	2,894	2,920	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	87%	40% ▲
● Stable Living Situation		8	89%	95%	95%	-6%
● Employed		1	11%	25%	13%	-14% ▼
● Improved/Maintained Function Score		0	0%	95%	66%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,741 days	0.3	99%	90%	89%	9%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										1			8%
Discharges									1				8%
Services									1	1	1	1	33%

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* 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	33	30	10%
Admits	6	2	200% ▲
Discharges	-	3	-100% ▼
Service Hours	414	643	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	53%	N/A

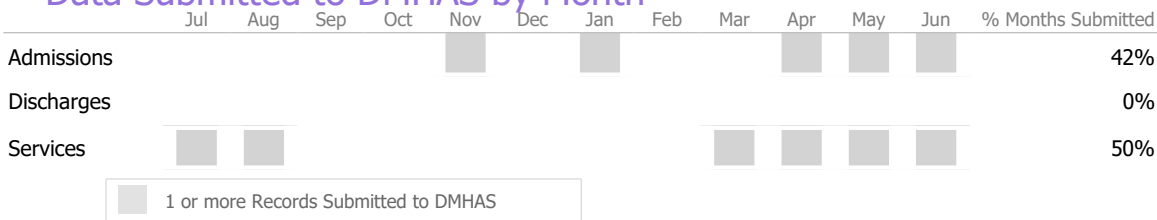
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	94%	60%	80%	34% ▲
✓ Stable Living Situation		33	100%	80%	86%	20% ▲
● Employed		6	18%	20%	16%	-2%
● Improved/Maintained Function Score		5	18%	65%	58%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		29	88%	90%	99%	-2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	39	157	-75% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	67%	N/A

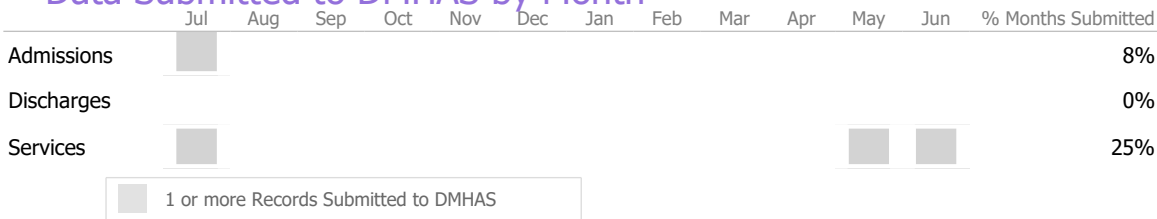
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	84%	40% ▲
✓ Stable Living Situation		9	90%	85%	95%	5%
✓ Employed		3	30%	25%	18%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

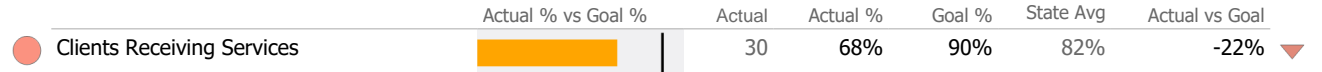
* State Avg based on 24 Active Residential Support Programs

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

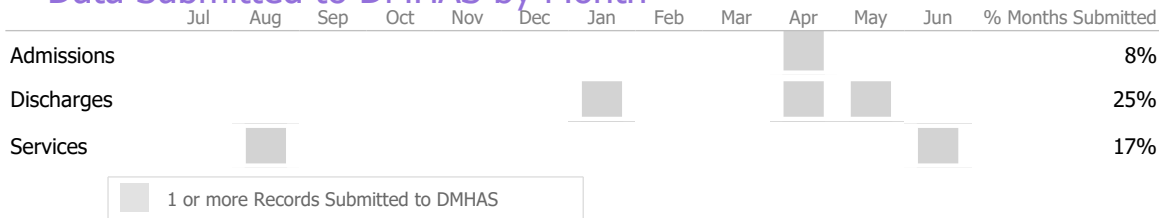
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	47	0%
Admits	1	4	-75% ▼
Discharges	3	1	200% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	2,988	3,936	-24% ▼

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