

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	55	-2%
	Admits	7	8	-13% ▼
	Discharges	8	7	14% ▲
	Service Hours	1,705	1,831	-7%
	Bed Days	9,267	8,816	5%

▲ > 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	#	%
<b>Mental Health</b>	Residential Services	54	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	9%
26-34	10	19%	20%
35-44	10	19%	25%
45-54	9	17%	18%
55-64	20	37% ▲	18%
65+	5	9%	9%

Gender	#	%	State Avg
Male	32	59%	60%
Female	22	41%	40%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	43	80% ▲	64%
Hispanic-Other	6	11%	11%
Hisp-Puerto Rican	5	9%	10%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Unknown	0	0% ▼	15%

Race	#	%	State Avg
White/Caucasian	33	61%	58%
Black/African American	13	24%	17%
Other	7	13%	12%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Multiple Races	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	15	13	15% ▲
Admits	3	1	200% ▲
Discharges	2	1	100% ▲
Bed Days	4,567	4,180	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		2	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	84%	10%

### Recovery

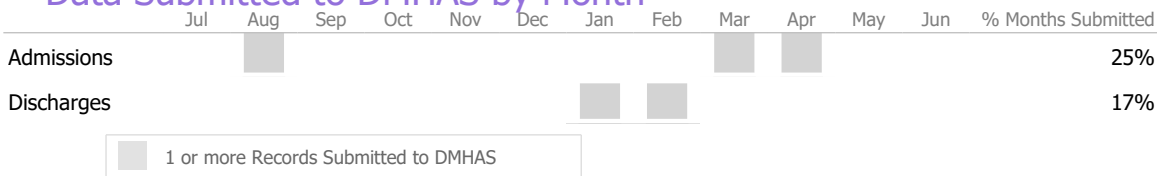
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	67%	60%	87%	7%
✓ Stable Living Situation		15	100%	95%	95%	5%
✓ Improved/Maintained Function Score		13	100%	95%	66%	5%
○ Employed		0	0%	25%	13%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	2,142 days	0.2	96%	90%	89%	6%

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 83 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	3	4	-25% ▼
Discharges	3	3	0%
Service Hours	1,705	1,831	-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%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	67%	-17% ▼

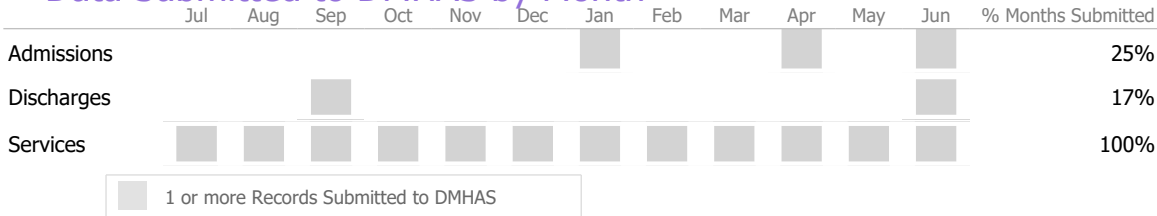
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		23	88%	60%	84%	28% ▲
Stable Living Situation		26	100%	85%	95%	15% ▲
Improved/Maintained Function Score		20	83%	95%	51%	-12% ▼
Employed		1	4%	25%	18%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	1	3	-67% ▼
Discharges	3	3	0%
Bed Days	4,700	4,636	1%

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	69%	7%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	84%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	93%	60%	87%	33% ▲
✓ Improved/Maintained Function Score		14	100%	95%	66%	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	1,183 days	0.2	99%	90%	89%	9%

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 83 Active Supervised Apartments Programs

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