

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	98	98	0%
	Admits	5	10	-50% ▼
	Discharges	8	7	14% ▲
	Service Hours	427	333	28% ▲
	Bed Days	2,541	2,229	14% ▲

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Outcome	90% 80%	90%	80%	83%
✓ Participation in Treatment	89% 80%	89%	80%	92%
✓ Quality and Appropriateness	89% 80%	89%	80%	93%
✓ Overall	87% 80%	87%	80%	91%
✓ Access	87% 80%	87%	80%	88%
✓ Respect	86% 80%	86%	80%	91%
✓ General Satisfaction	86% 80%	86%	80%	92%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	37	37.0%
	Case Management	30	30.0%
	Residential Services	13	13.0%
Addiction			
	Residential Services	16	16.0%
Forensic MH			
	Crisis Services	4	4.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	8%	Male	51	52%	58%
26-34	12	12%	18%	Female	47	48%	42%
35-44	14	14%	24%	Transgender/Other	1	1%	0%
45-54	16	16%	18%				
55-64	40	41%	20%				
65+	16	16%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	77	79%	64%	White/Caucasian	49	50%	59%
Hispanic-Other	11	11%	11%	Black/African American	42	43%	17%
Hisp-Puerto Rican	7	7%	10%	Other	4	4%	12%
Hispanic-Mexican	2	2%	1%	Asian	2	2%	1%
Unknown	1	1%	14%	Unknown	1	1%	9%
Hispanic-Cuban			0%	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	16	14	14%	▲
Admits	-	-		
Discharges	2	1	100%	▲
Service Hours	27	22	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	91%	15%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	89%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	98%
On-Time Periodic 6 Month Updates	38%	76%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions				0%
Discharges				33%
Services	1	1	1	100%

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met █ Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

█ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	16	-13%	▼
Admits	-	-		
Discharges	-	2	-100%	▼
Service Hours	20	21	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	14	14	100%	85%	91%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	14	100%	90%	89%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	93%	76%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■	■	100%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	41	-10%
Admits	1	4	-75% ▼
Discharges	2	1	100% ▲
Service Hours	381	291	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	91%
On-Time Periodic 6 Month Updates	100%	86%
Diagnosis Valid MH/SU Diagnosis	100%	97%

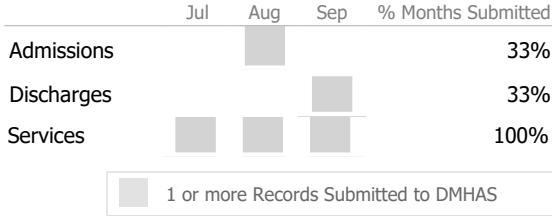
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 20%;"></div></div>	2	100%	65%	61%	35% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 34%;"></div></div>	34	92%	60%	79%	32% ▲
✓ Improved/Maintained Function Score	<div style="width: 100%;"><div style="width: 33%;"></div></div>	33	97%	65%	51%	32% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 33%;"></div></div>	33	89%	80%	86%	9% ▲
● Employed	<div style="width: 100%;"><div style="width: 3%;"></div></div>	3	8%	20%	15%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 97%;"></div></div>	36	97%	90%	94%	7% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual Goal █ Goal Met █ Below Goal

* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	1	2	-50% ▼
Discharges	-	-	
Bed Days	1,186	1,008	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	95%	97%	5%
● Social Support		7	54%	60%	86%	-6%
● Employed		0	0%	25%	11%	-25% ▼
● Improved/Maintained Function Score		9	82%	95%	63%	-13% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
							✓ Avg Utilization Rate
	13	1,404 days	1.0	99%	90%	88%	9%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	33%
Discharges	1	1	1	0%

Legend: 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Actual (orange), Goal (gray), Goal Met (green), Below Goal (red)

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	2	100%	▲
Admits	1	1	0%	
Discharges	2	1	100%	▲
Bed Days	139	57	144%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
								Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	✓	No Re-admit within 30 Days of Discharge	85%	100%	85%	79%	15%		2	100%	85%	79%	15%
	✓	Follow-up within 30 Days of Discharge	90%	100%	90%	57%	10%		1	100%	90%	57%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
									Actual	Goal	Met	Below	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate	3	201 days	0.8	50%	90%	85%	-40%								

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	1	1	33%
Discharges	1	1	33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | Met | Below

* State Avg based on 7 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	2	3	-33% ▼
Discharges	2	2	0%
Bed Days	1,216	1,164	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic 6 Month Updates	100%	56%

Discharge Outcomes

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Self Help		4	25%	60%	42%	-35% ▼

Bed Utilization

	Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	Avg Utilization Rate	12 Months Trend	15	522 days	0.9	88%	90%	84%	-2%

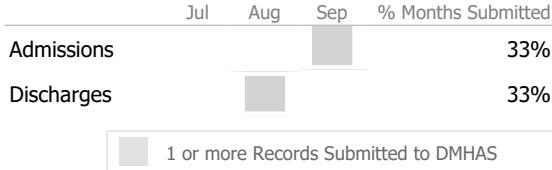
12 Months Trend: 

Beds: 15, Avg LOS: 522 days, Turnover: 0.9

Actual %: 88%, Goal %: 90%, State Avg: 84%, Actual vs Goal: -2%

Legend: 

Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

Actual:  Goal:  Goal Met:  Below Goal: 

* State Avg based on 3 Active AIDS Residential Programs