

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	191	179	7%
↓	Admits	36	50	-28% ▼
↑	Discharges	38	40	-5%
↑	Service Hours	6,446	6,749	-4%
↑	Bed Days	2,214	2,313	-4%

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

## Consumer Satisfaction Survey

(Based on 22 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Access	100%   100%	100%	80%	88%
✓ General Satisfaction	95%   95%	95%	80%	92%
✓ Quality and Appropriateness	91%   91%	91%	80%	93%
✓ Respect	91%   91%	91%	80%	91%
✓ Outcome	91%   91%	91%	80%	83%

■ 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>			
Employment Services	■	179	93.2%
Residential Services	■	13	6.8%

Age	#	%	State Avg
18-25	6	3%	8%
26-34	45	24%	19%
35-44	62	33%	25%
45-54	40	21%	18%
55-64	29	15%	19%
65+	6	3%	11%

Gender	#	%	State Avg
Male	138	72%	59% ▲
Female	52	27%	41% ▼
Transgender/Other	1	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	146	76%	64% ▲
Hisp-Puerto Rican	29	15%	10%
Hispanic-Other	10	5%	11%
Unknown	4	2%	14% ▼
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%

Race	#	%	State Avg
Black/African American	102	53%	18% ▲
White/Caucasian	53	28%	58% ▼
Other	30	16%	12%
Asian	4	2%	1%
Multiple Races	1	1%	1%
Unknown	1	1%	9%
Am. Indian/Native Alaskan			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	5	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	742	921	-19% ▼

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	96%	88%
✓ On-Time Periodic 6 Month Updates	100%	86%
✓ Valid MH/SU Diagnosis	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	65%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	95%	97%	5%
● Social Support		2	40%	60%	85%	-20% ▼
● Employed		0	0%	25%	12%	-25% ▼
● Improved/Maintained Function Score		0	0%	95%	72%	-95% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	5	2,461 days	0.6	81%	90%	89%	-9%	

■ < 90% ■ 90-110% ■ >110%

## Data Submitted to DMHAS for Month

	% Months Submitted
Admissions	0%
Discharges	17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

\* State Avg based on 82 Active Supervised Apartments Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	368	288	28% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	88%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	88%	40% ▲
✓ Stable Living Situation		2	100%	90%	99%	10%
● Improved/Maintained Function Score		0	0%	95%	70%	-95% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	5	2	2,847 days	0.5	100%	90%	86%	10%



▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

\* State Avg based on 22 Active Group Home Programs

## Data Submitted to DMHAS for Month

	% Months Submitted
Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	920	920	0%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	88%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	88%	20% <span style="color: green;">▲</span>
✓ Stable Living Situation		5	100%	90%	99%	10% <span style="color: green;">▲</span>
● Improved/Maintained Function Score		0	0%	95%	70%	-95% <span style="color: red;">▼</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<span style="display: inline-block; width: 10px; height: 10px; background-color: grey;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: grey;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: grey;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: grey;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: grey;"></span>	5	2,769 days	0.5	100%	90%	86%	10%



## Data Submitted to DMHAS for Month

	% Months Submitted
Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

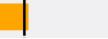
Actual  Goal ✓ Goal Met  Below Goal

\* State Avg based on 22 Active Group Home Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	108	94	15%	▲
Admits	22	36	-39%	▼
Discharges	26	23	13%	▲
Service Hours	4,092	3,724	10%	

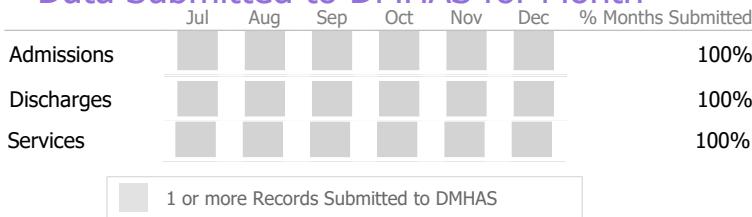
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	37%	35%	42%	2%
✓ Clients Receiving Services		73	91%	90%	96%	1%

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		95%	91%
✓ On-Time Periodic 6 Month Updates		100%	84%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 36 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	72	1%
Admits	14	13	8%
Discharges	11	15	-27% ▼
Service Hours	2,354	3,025	-22% ▼

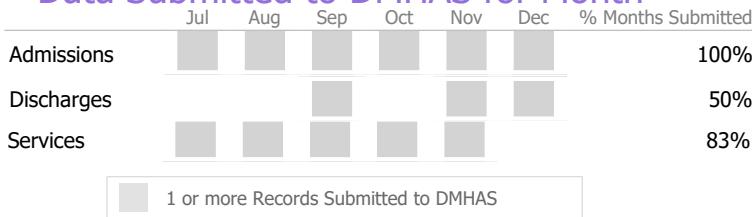
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	14	14	19%	35%	42%	-16% ▼
Clients Receiving Services	56	56	95%	90%	96%	5%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic 6 Month Updates	43%	84%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 36 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	86%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	65%	N/A
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	79%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1	100%	25%	12%	75% <span style="color: green;">▲</span>
✓ Social Support		1	100%	60%	85%	40% <span style="color: green;">▲</span>
✓ Stable Living Situation		1	100%	95%	97%	5% <span style="color: green;">▲</span>
● Improved/Maintained Function Score		0	0%	95%	72%	-95% <span style="color: red;">▼</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<span style="display: inline-block; width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc; border-radius: 5px;"></span>	1	3,836 days	0.5	100%	90%	89%	10%

█ < 90% █ 90-110% █ >110%

## Data Submitted to DMHAS for Month

	% Months Submitted
Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 82 Active Supervised Apartments Programs