

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	219	205	7%
	Admits	66	81	-19%
	Discharges	65	61	7%
	Service Hours	10,092	10,236	-1%
	Bed Days	3,351	3,437	-3%

> 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%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Respect		91%	80%	91%
✓ Outcome		91%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		207	93.7%
Residential Services		14	6.3%

Age	#	%	State Avg
18-25	6	3%	8%
26-34	56	26%	19%
35-44	73	34%	25%
45-54	44	20%	18%
55-64	31	14%	18%
65+	7	3%	11%

Gender	#	%	State Avg
Male	160	73%	59%
Female	59	27%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	166	75%	64%
Hisp-Puerto Rican	33	15%	10%
Hispanic-Other	14	6%	11%
Unknown	5	2%	14%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Black/African American	118	54%	17%
White/Caucasian	56	25%	58%
Other	35	16%	12%
Asian	5	2%	1%
Unknown	5	2%	9%
Multiple Races	1	0%	1%
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	6	6	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	1,159	1,376	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	87%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	75%	94%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

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%	74%	N/A

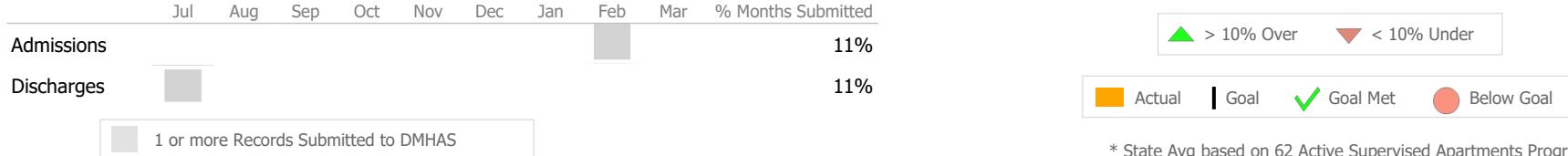
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	95%	96%	5%
● Social Support		3	50%	60%	84%	-10%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Function Score		0	0%	95%	73%	-95% ▼

Bed Utilization

	Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		< 90%	90-110%	>110%					
		5	2,409 days	0.4	85%	90%	90%	90%	-5%

Data Submitted to DMHAS for Month



* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	3	-33%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	548	411	33%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%
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%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	86%	40% ▲
✓ Stable Living Situation		2	100%	90%	99%	10%
● Improved/Maintained Function Score		0	0%	95%	74%	-95% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	███████████	2	2,937 days	0.3	100%	90%	86%	10%



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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,370	1,375	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic		
● 6 Month Updates	80%	94%
Diagnosis		
✓ 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%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Stable Living Situation		5	100%	90%	99%	10%
● Improved/Maintained Function Score		0	0%	95%	74%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,859 days	0.3	100%	90%	86%	10%



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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	118	110	7%
Admits	33	55	-40% ▼
Discharges	38	33	15% ▲
Service Hours	6,217	5,767	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	42	42	35%	35%	43%	0%

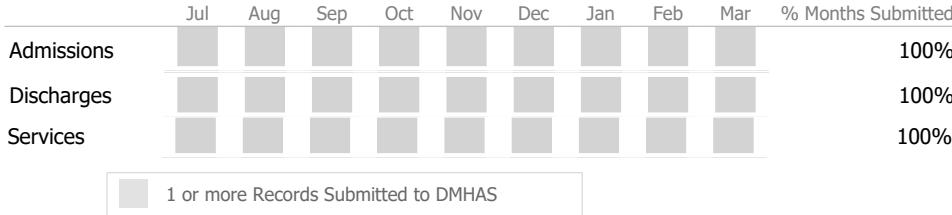
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	81	81	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	92%
On-Time Periodic		
✓ 6 Month Updates	100%	92%

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	91	81	12%	▲
Admits	32	24	33%	▲
Discharges	26	26	0%	
Service Hours	3,875	4,469	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		16	17%	35%	43%	-18% 

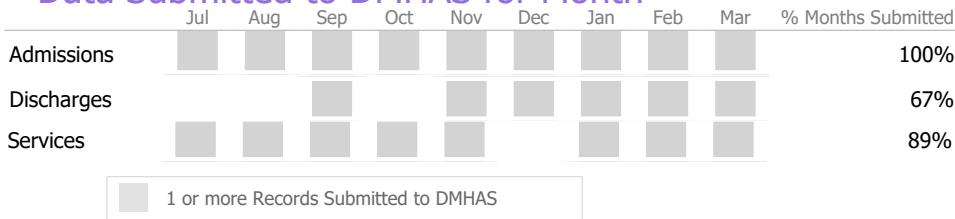
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		62	89%	90%	98%	-1% 

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		98%	92%
On-Time Periodic			
6 Month Updates		93%	92%

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	274	275	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	94%
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	60%	71%	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%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1	100%	25%	13%	75% ▲
✓ Social Support		1	100%	60%	84%	40% ▲
✓ Stable Living Situation		1	100%	95%	96%	5% ▲
● Improved/Maintained Function Score		0	0%	95%	73%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	3,926 days	0.3	100%	90%	90%	10%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions

0%

▲ > 10% Over ▼ < 10% Under

Discharges

0%

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

█ 1 or more Records Submitted to DMHAS