

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	639	615	4%
	Admits	145	133	9%
	Discharges	129	115	12%
	Service Hours	14,799	15,339	-4%
	Bed Days	74,461	74,056	1%
	S.Rehab/PHP/IOP	3,974	3,684	8%

> 10% Over 1 Yr Ago

> 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 376 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	96%	96%	80%	93%
✓ Overall	95%	95%	80%	91%
✓ Respect	95%	95%	80%	91%
✓ Participation in Treatment	94%	94%	80%	92%
✓ Access	94%	94%	80%	88%
✓ General Satisfaction	91%	91%	80%	92%
✓ Outcome	84%	84%	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			
Residential Services	Residential Services	326	45.0%
Social Rehabilitation	Social Rehabilitation	196	27.0%
Case Management	Case Management	60	8.3%
Recovery Support	Recovery Support	59	8.1%
Education Support	Education Support	34	4.7%
Employment Services	Employment Services	33	4.6%
Community Support	Community Support	17	2.3%

Age

	#	%	State Avg
18-25	27	4%	8%
26-34	93	15%	19%
35-44	126	20%	25%
45-54	114	18%	18%
55-64	174	27%	18%
65+	106	17%	11%

Gender

	#	%	State Avg
Male	380	59%	59%
Female	258	40%	40%
Transgender/Other	2	0%	0%

Race

	#	%	State Avg
White/Caucasian	405	63%	58%
Black/African American	162	25%	17%
Other	39	6%	12%
Unknown	24	4%	9%
Asian	7	1%	1%
Multiple Races	2	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%

Ethnicity

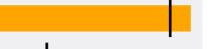
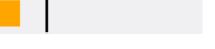
	#	%	State Avg
Non-Hispanic	524	82%	64%
Hispanic-Other	50	8%	11%
Hisp-Puerto Rican	34	5%	10%
Unknown	29	5%	14%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	Variance ▲▼
Unique Clients	40	48	-17%	▼
Admits	3	13	-77%	▼
Discharges	13	10	30%	▲
Service Hours	878	1,208	-27%	▼
Bed Days	9,158	9,462	-3%	

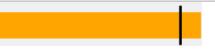
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	13	100%	50%	58%	50% 
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	32	80%	60%	86%	20% 
✓ Stable Living Situation	 	38	95%	85%	96%	10% 
● Employed	 	5	12%	25%	16%	-13% 

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	 	98%	99%
On-Time Periodic 6 Month Updates	 	92%	98%

Service Utilization

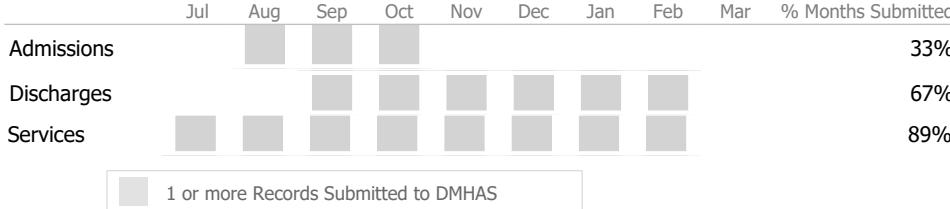
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	27	100%	90%	98%	10% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	     	40	1,481 days	0.4	84%	90%	70%	-6%

 < 90%  90-110%  >110%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 22 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	37	0%
Admits	2	-	
Discharges	4	3	33% ▲
Service Hours	1,450	983	47% ▲
Bed Days	9,416	9,427	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	98%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	90%

Discharge Outcomes

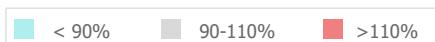
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 100%;"></div></div>	4	100%	50%	58%	50% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 84%;"><div style="width: 100%;"></div></div>	31	84%	60%	86%	24% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	37	100%	85%	96%	15% ▲
✓ Employed	<div style="width: 27%;"><div style="width: 100%;"></div></div>	10	27%	25%	16%	2% ▲
● Improved/Maintained Function Score	<div style="width: 61%;"><div style="width: 100%;"></div></div>	22	61%	95%	62%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	33	100%	90%	98%	10% ▲

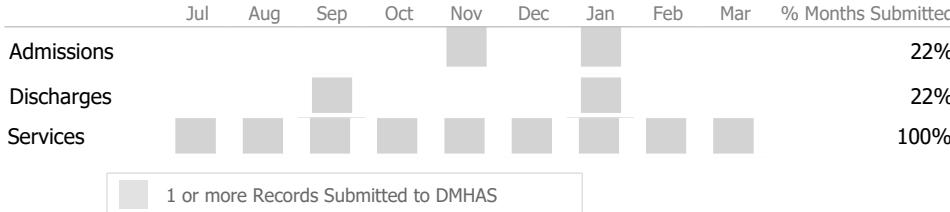
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 57%;"><div style="width: 100%;"></div></div>	60	2,891 days	0.6	57%	90%	70%	-33% ▼



< 90% 90-110% >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

● Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 22 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	8	7	14%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	99	67	47%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	8	100%	35%	43%	65% 

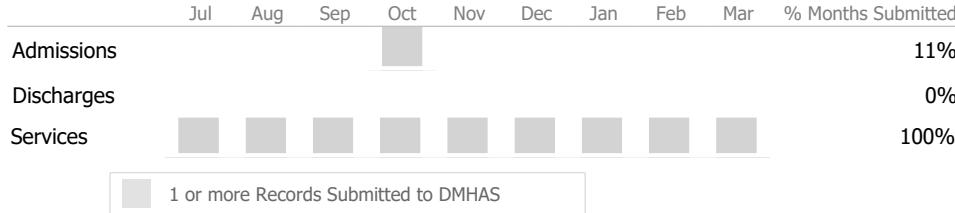
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	8	100%	90%	98%	10% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	96%	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	17	15	13%	▲
Admits	2	4	-50%	▼
Discharges	3	-		
Bed Days	3,896	3,697	5%	

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
✓ 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	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	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
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

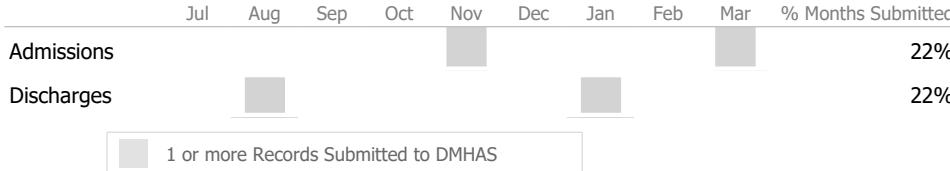
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
									Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual vs Goal

< 90%
 90-110%
 >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month



> 10% Over
 < 10% Under

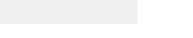
Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	54	44	23%	▲
Admits	20	5	300%	▲
Discharges	6	7	-14%	▼
Service Hours	1,566	1,309	20%	▲
Bed Days	12,472	10,449	19%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	50%	58%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	94%	60%	86%	34%
✓ Stable Living Situation		54	100%	85%	96%	15%
● Employed		5	9%	25%	16%	-16%

Data Submission Quality

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

Service Utilization

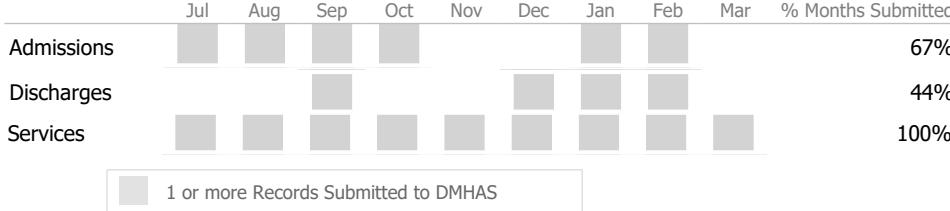
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		61	1,984 days	0.4	75%	90%	70%	-15%



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	2	4	-50% ▼
Discharges	2	2	0%
Bed Days	5,314	5,143	3%

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
✓ 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	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	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
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	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				
✓ Avg Utilization Rate	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

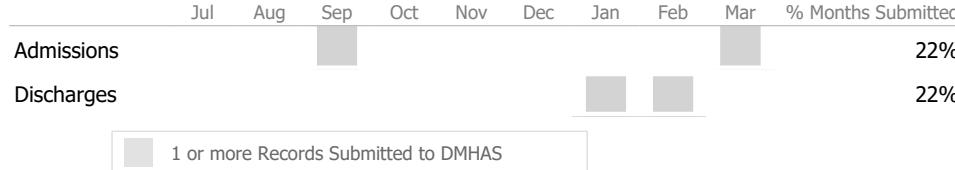


< 90% 90-110% >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	Actual	State Avg
✓ Valid NOMS Data	98%	87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	94%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

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 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	2	4	-50% ▼
Discharges	2	1	100% ▲
Service Hours	395	472	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	20	80%	35%	43%	45% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	23	100%	90%	98%	10% 

Data Submission Quality

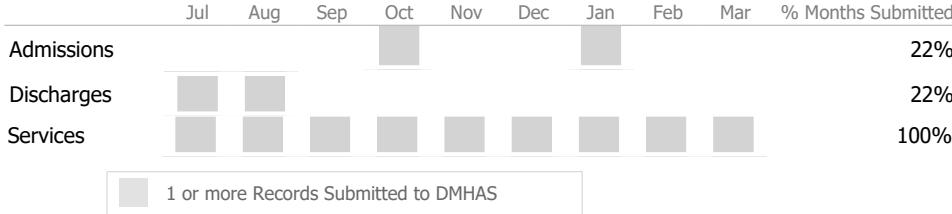
Data Entry

	Actual	State Avg
✓ Valid NOMS Data	 	99%

On-Time Periodic

	Actual	State Avg
✓ 6 Month Updates	 	100%

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	5	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	64	75	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	5	100%	85%	83%	15% ▲

Service Utilization

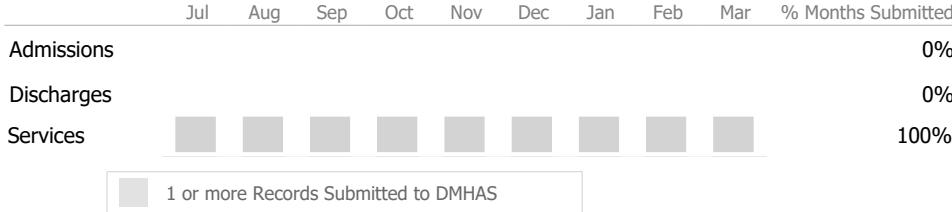
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	5	100%	90%	94%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 	96%
On-Time Periodic		

6 Month Updates	Actual	State Avg
✓ 6 Month Updates	 	100%

Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% Under

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	1	1	0%	
Discharges	-	1	-100%	▼
Bed Days	1,031	1,003	3%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%
On-Time Periodic		
✓ 6 Month Updates	100%	91%
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	75%	63%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	68%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Recovery

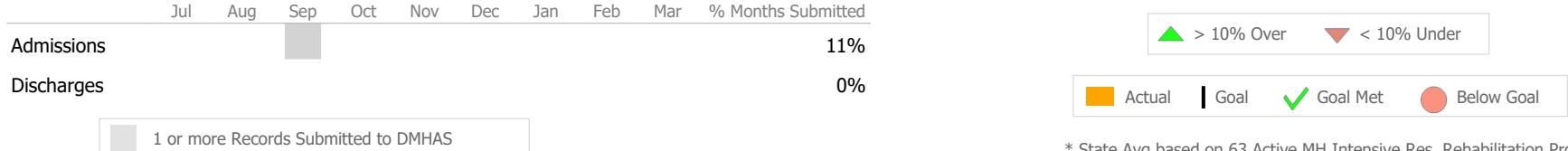
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		2	50%	75%	59%	-25% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	1,430 days	0.3	94%	90%	88%	4%



Data Submitted to DMHAS for Month



* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	10	-30%	▼
Admits	3	5	-40%	▼
Discharges	-	5	-100%	▼
Bed Days	1,634	1,479	10%	

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	94%	87%
✓ On-Time Periodic 6 Month Updates	100%	94%
✓ 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		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	71%	60%	84%	11% ▲
✓ Stable Living Situation		7	100%	95%	96%	5%
✓ Employed		2	29%	25%	13%	4%
● Improved/Maintained Function Score		4	67%	95%	73%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	645 days	0.4	85%	90%	90%	-5%



Data Submitted to DMHAS for Month



22%

Admissions

▲ > 10% Over ▼ < 10% Under

Discharges

0%

* State Avg based on 62 Active Supervised Apartments Programs

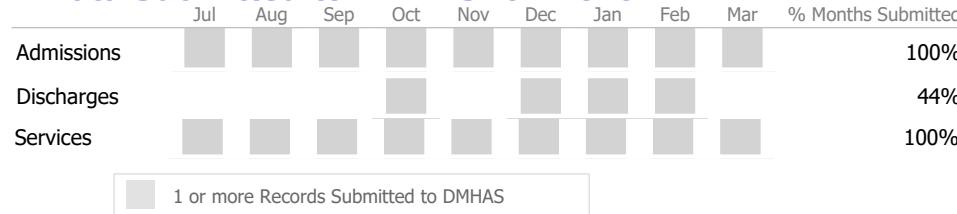
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	190	3%
Admits	22	21	5%
Discharges	12	7	71% ▲
Service Hours	2,755	2,485	11% ▲
Social Rehab/PHP/IOP Days	3,974	3,684	8% ▲

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	97% ✓	179	97%	90%	81%	7%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

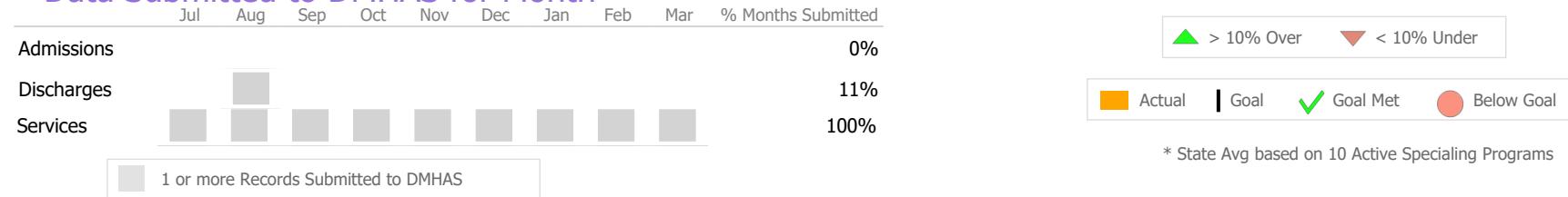
Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	1	-	
Service Hours	135	204	-34% ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	2	-		
Discharges	2	3	-33%	▼
Service Hours	774	488	59%	▲
Bed Days	1,354	1,444	-6%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 75%;"></div></div>	2	100%	75%	63%	25%
● No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 50%;"></div></div>	1	50%	85%	68%	-35%
● Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 50%;"></div></div>	1	50%	90%	65%	-40%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	100%	91%

Recovery

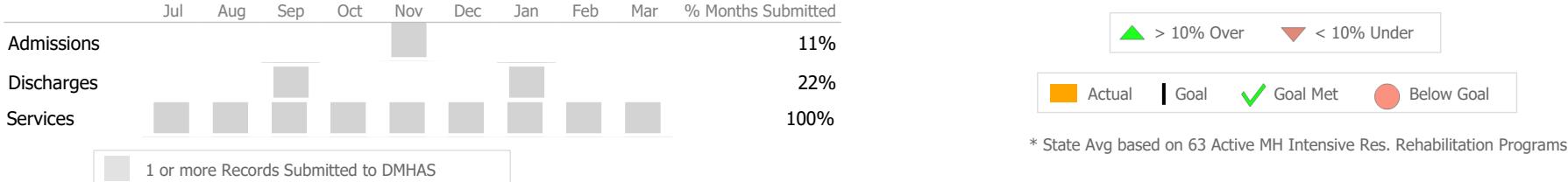
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

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: 82%;"></div></div>	6	575 days	0.4	82%	90%	88%	-8%

█ < 90%
 █ 90-110%
 █ >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual
 █ Goal
 ✓ Goal Met
 █ Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	26	19%	▲
Admits	7	5	40%	▲
Discharges	9	2	350%	▲
Bed Days	5,701	6,016	-5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	87%
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	Actual % vs Goal %	9	100%	60%	71%	40% ▲
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	7	78%	90%	74%	-12% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

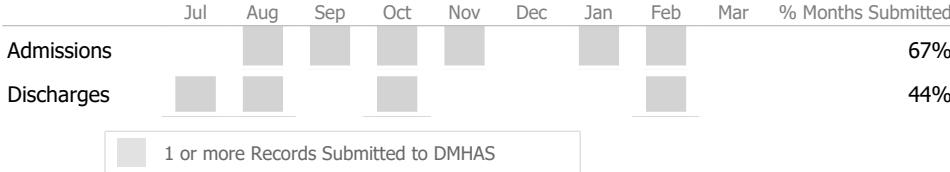
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	Actual % vs Goal %	26	84%	60%	84%	24% ▲
✓ Stable Living Situation	Actual % vs Goal %	31	100%	95%	96%	5%
● Employed	Actual % vs Goal %	0	0%	25%	13%	-25% ▼
● Improved/Maintained Function Score	Actual % vs Goal %	12	44%	95%	73%	-51% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	12 Months Trend	24	1,473 days	0.3	87%	90%	90%	-3%

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	39	18	117%	▲
Admits	20	4	400%	▲
Discharges	20	10	100%	▲
Service Hours	114	40	185%	▲

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>	20	100%	50%	59%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div style="width: 100%;"><div style="width: 0%;"></div></div>	0	0%	20%	14%	-20% ▼
Social Support	<div style="width: 100%;"><div style="width: 0%;"></div></div>	0	0%	60%	72%	-60% ▼
Stable Living Situation	<div style="width: 100%;"><div style="width: 0%;"></div></div>	0	0%	80%	79%	-80% ▼

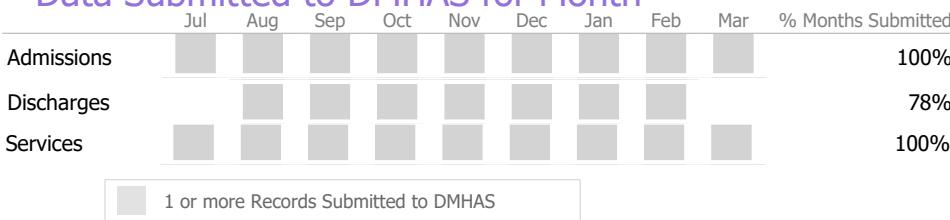
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	▲
● Clients Receiving Services	<div style="width: 100%;"><div style="width: 58%;"></div></div>	11	58%	90%	85%	-32% ▼	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 100%;"><div style="width: 94%;"></div></div>	N/A 94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	62%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	5	3	67% ▲
Discharges	5	3	67% ▲
Bed Days	2,626	3,133	-16% ▼

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support						
✓ Stable Living Situation						
● Employed						
● Improved/Maintained Function Score						

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	█	12	984 days	0.4	80%	90%	90%	-10%



< 90% 90-110% >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

Diagnosis

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

Data Submitted to DMHAS for Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
									44%
									44%

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	13	31%	▲
Admits	9	6	50%	▲
Discharges	12	6	100%	▲
Bed Days	1,693	2,053	-18%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	100%	95%	72%	5%
● No Re-admit within 30 Days of Discharge		9	75%	85%	89%	-10%
✓ Follow-up within 30 Days of Discharge		12	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		98%	97%
✓ On-Time Periodic 6 Month Updates		100%	67%
Diagnosis	Actual	State Avg	
✓ Valid MH/SU Diagnosis		100%	92%

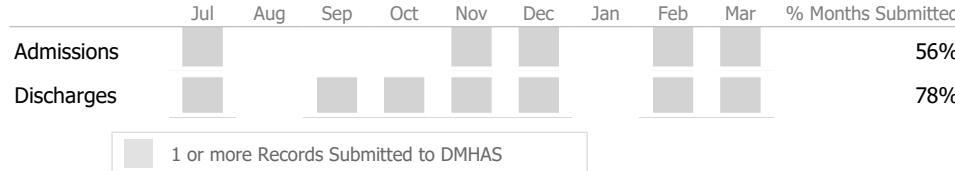
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		6	46%	75%	33%	-29% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	325 days	0.3	77%	90%	80%	-13% ▼

Data Submitted to DMHAS for Month



> 10% Over

< 10% Under

Actual Goal Met Below Goal

* State Avg based on 8 Active Transitional Programs

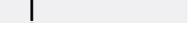
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	891	996	-11%	▼
Bed Days	2,432	2,465	-1%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	71%	40% 
✓ Follow-up within 30 Days of Discharge		2	100%	90%	74%	10% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	84%	40% 
✓ Stable Living Situation		11	100%	95%	96%	5% 
● Improved/Maintained Function Score		10	91%	95%	73%	-4% 
● Employed		0	0%	25%	13%	-25% 

Bed Utilization

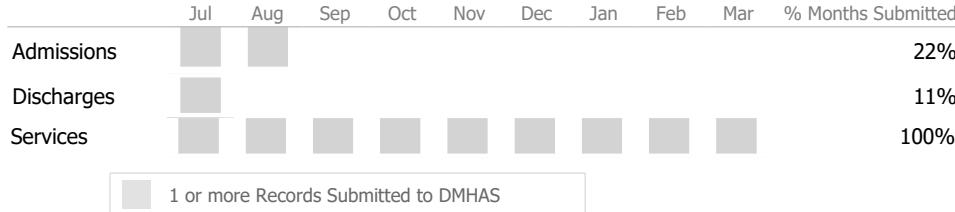
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	1,191 days	0.3	99%	90%	90%	9% 



Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	87%
✓ On-Time Periodic 6 Month Updates	100%	94%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	2,188	2,052	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	100%	85%	89%	15% ▲
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	100%	90%	84%	10%

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%

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: 100%;"></div></div>	9	100%	60%	86%	40% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	9	100%	90%	99%	10%
● Improved/Maintained Function Score	<div style="width: 38%;"><div style="width: 38%;"></div></div>	3	38%	95%	74%	-57% ▼

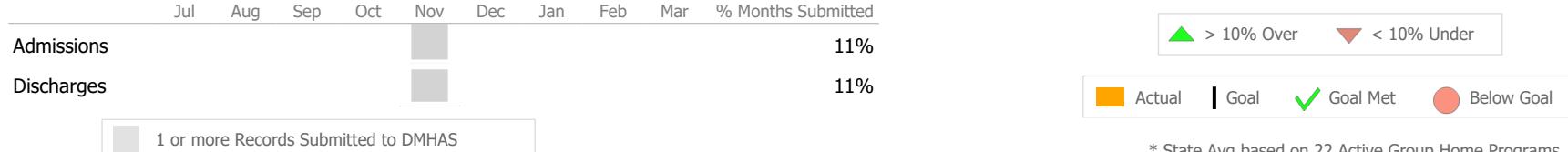
Bed Utilization

Avg Utilization Rate	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>	8	1,538 days	0.3	100%	90%	86%	10%



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

Data Submitted to DMHAS for Month



* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Service Hours	940	1,123	-16% ▼
Bed Days	2,680	2,972	-10%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	98%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	100%	50%	58%	50%
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: 100%;"></div></div>	11	100%	60%	86%	40% ▲
✓ Employed	<div style="width: 70%;"><div style="width: 100%;"></div></div>	7	64%	25%	16%	39% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	11	100%	85%	96%	15% ▲
● Improved/Maintained Function Score	<div style="width: 20%;"><div style="width: 100%;"></div></div>	2	20%	95%	62%	-75% ▼

Service Utilization

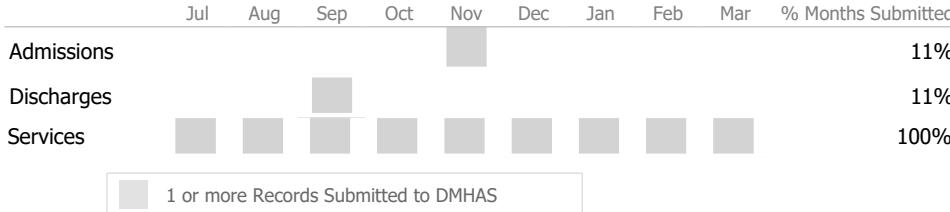
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	10	100%	90%	98%	10%

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>	12	3,640 days	0.4	82%	90%	70%	-8%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 22 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	4	7	-43% ▼
Discharges	2	9	-78% ▼
Service Hours	196	161	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic 6 Month Updates	100%	87%
Diagnosis Valid MH/SU Diagnosis	100%	98%

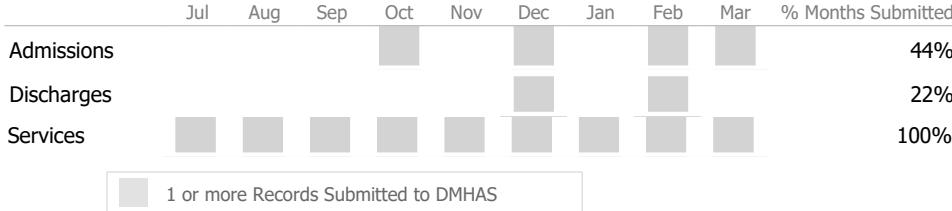
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	2	100%	65%	61%	35% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	14	82%	60%	80%	22% ▲
✓ Stable Living Situation	 	16	94%	80%	88%	14% ▲
✓ Employed	 	4	24%	20%	16%	4% ▲
● Improved/Maintained Function Score	 	8	62%	65%	55%	-3% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	15	100%	90%	98%	10% ▲

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 33 Active CSP Programs

█ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	-	3	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	1,918	1,626	18%	▲

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	87%
✓ On-Time Periodic 6 Month Updates	100%	94%
✓ 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		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	84%	26% ▲
✓ Improved/Maintained Function Score		7	100%	95%	73%	5%
✓ Stable Living Situation		7	100%	95%	96%	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		7	1,281 days	0.3	100%	90%	90%	10%



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 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	35	-3%
Admits	14	12	17% ▲
Discharges	15	19	-21% ▼
Service Hours	257	186	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	<div style="width: 34%;"></div>	34	100%	35%	81%	65% ▲

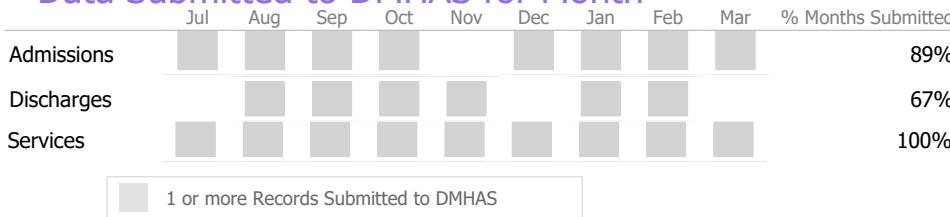
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 19%;"></div>	19	100%	90%	99%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"></div>	100% 99%
On-Time Periodic 6 Month Updates	<div style="width: 100%;"></div>	100% 97%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	1	-	
Service Hours	87	158	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	16	100%	85%	83%	15%	▲

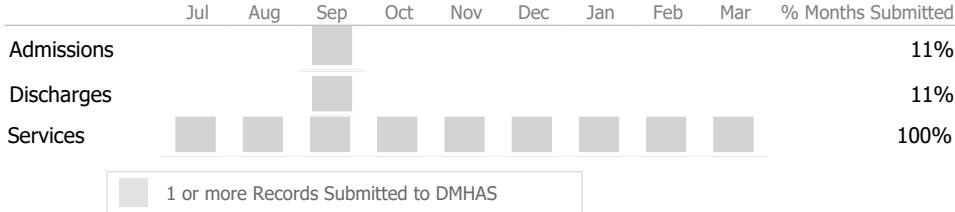
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	15	100%	90%	94%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic		
✓ 6 Month Updates	93%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

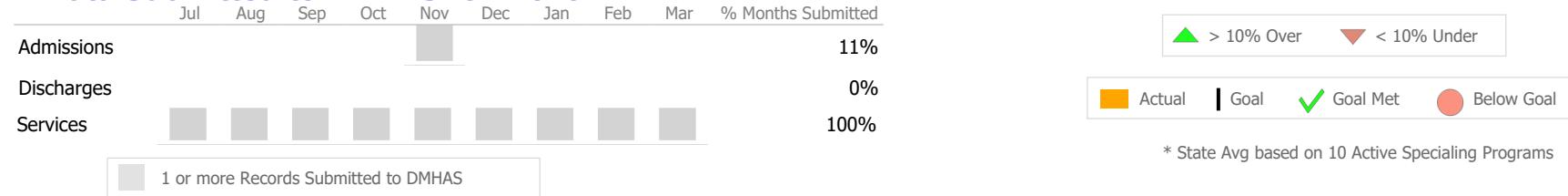
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	7	-29%	▼
Admits	1	3	-67%	▼
Discharges	-	4	-100%	▼
Service Hours	154	262	-41%	▼

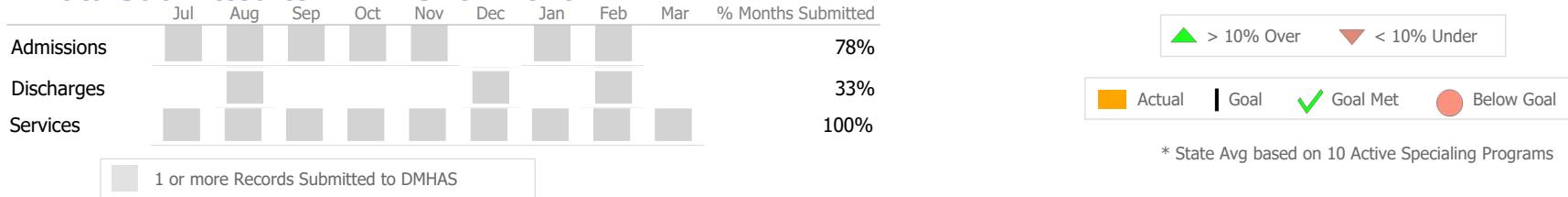
Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	45	7%
Admits	11	14	-21% ▼
Discharges	7	6	17% ▲
Service Hours	3,202	3,819	-16% ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	1	1	0%	
Discharges	2	-		
Bed Days	1,977	2,058	-4%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	63%	25% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	68%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	65%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	93%
✓ On-Time Periodic 6 Month Updates		100%	91%
Diagnosis	Actual	State Avg	
✓ Valid MH/SU Diagnosis		100%	99%

Recovery

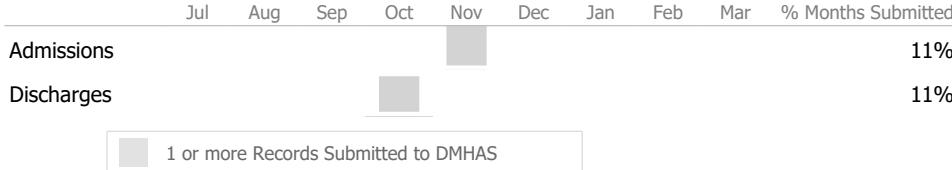
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		4	50%	75%	59%	-25% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,490 days	0.3	90%	90%	88%	0%



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	42	-7%
Admits	8	10	-20% ▼
Discharges	7	8	-13% ▼
Service Hours	843	1,303	-35% ▼
Bed Days	8,971	9,576	-6%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	98%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	50%	58%	50%
Recovery						
National Recovery Measures (NOMS)						
✓ Social Support		34	85%	60%	86%	25% ▲
✓ Stable Living Situation		40	100%	85%	96%	15% ▲
● Employed		3	8%	25%	16%	-17% ▼
● Improved/Maintained Function Score		18	49%	95%	62%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	94%	90%	98%	4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	12 Months Trend	45	1,917 days	0.4	73%	90%	70%	-17% ▼

12 Months Trend

45 1,917 days

0.4

73%

90%

70%

-17% ▼

12 Months Trend

45 1,917 days

0.4

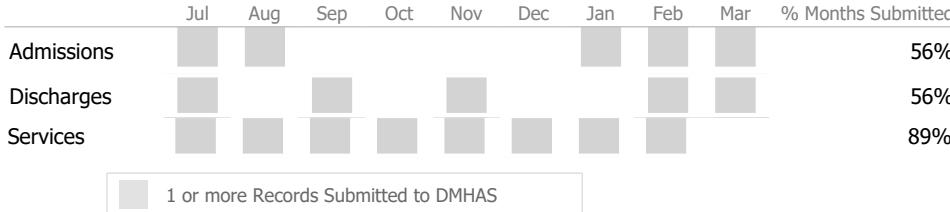
73%

90%

70%

-17% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 22 Active Residential Support Programs