

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	53	46	15%	▲
	Admits	21	9	133%	▲
	Discharges	8	10	-20%	▼
	Service Hours	215	162	33%	▲
	Bed Days	1,580	1,635	-3%	

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

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%   Goal %	100%	80%	93%
✓ Overall	100%   Goal %	100%	80%	91%
✓ Respect	100%   Goal %	100%	80%	91%
✓ Access	100%   Goal %	100%	80%	88%
✓ Outcome	100%   Goal %	100%	80%	83%
✓ Participation in Treatment	96%   Goal %	96%	80%	92%
✓ General Satisfaction	93%   Goal %	93%	80%	92%

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>			
	Case Management	40	74.1%
	Residential Services	14	25.9%

### Client Demographics

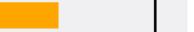
Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	8%			Male	42	79%	▲ 59%
26-34	6	11%	19%		Female	11	21%	▼ 40%
35-44	8	15%	25%		Transgender/Other			0%
45-54	10	19%	18%					
55-64	22	42%	▲ 18%					
65+	7	13%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	36	68%	64%		Black/African American	31	58%	▲ 17%
Hispanic-Other	14	26%	▲ 11%		White/Caucasian	17	32%	▼ 58%
Hisp-Puerto Rican	2	4%	10%		Multiple Races	2	4%	1%
Unknown	1	2%	▼ 14%		Other	2	4%	12%
Hispanic-Cuban			0%		Asian	1	2%	1%
Hispanic-Mexican			1%		Am. Indian/Native Alaskan			1%
					Hawaiian/Other Pacific Islander			0%
					Unknown			9%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	30	30%	▲
Admits	11	-		
Discharges	-	3	-100%	▼
Service Hours	97	13		

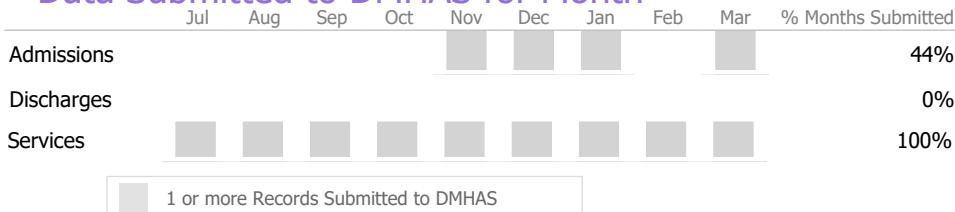
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	38%	85%	83%	-47% 
<b>Service Utilization</b>						
Clients Receiving Services		32	82%	90%	94%	-8% 

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 100%	97%
On-Time Periodic 6 Month Updates	 0%	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	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-		-100% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	83%	-85% ▼

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	94%	-90% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic 6 Month Updates	0%	81%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 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	14	14	0%
Admits	10	9	11% 
Discharges	8	7	14% 
Service Hours	118	148	-21% 
Bed Days	1,580	1,635	-3% 

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 75%; background-color: orange;"></div>	6	75%	95%	72%	-20% <span style="color: red;">▼</span>
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%; background-color: orange;"></div>	8	100%	85%	89%	15% <span style="color: green;">▲</span>
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%; background-color: orange;"></div>	6	100%	90%	91%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	67%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	92%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div style="width: 67%; background-color: orange;"></div>	6	67%	75%	33%	-8%

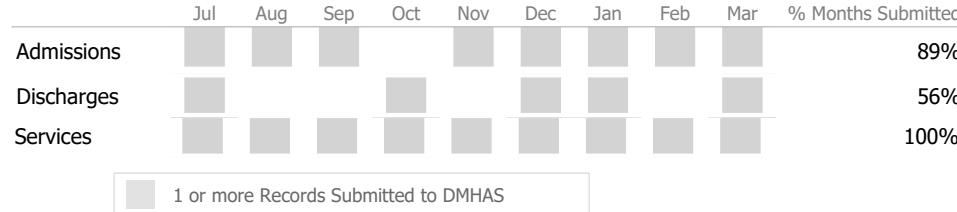
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 60%; background-color: orange;"></div>	6	100%	90%	84%	10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 80%;"><div style="width: 100%;"><div style="width: 80%; background-color: #00A0A0;"></div></div></div>	8	205 days	0.3	72%	90%	80%	-18%

## Data Submitted to DMHAS for Month



\* State Avg based on 8 Active Transitional Programs