

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Up	Unique Clients	43	44	-2%
Up	Admits	6	6	0%
Up	Discharges	6	6	0%
Up	Service Hours	518	498	4%
Up	Bed Days	6,978	6,539	7%

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

Consumer Satisfaction Survey

(Based on 36 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ Quality and Appropriateness	97% 97%	97%	80%	93%
✓ General Satisfaction	97% 97%	97%	80%	92%
✓ Overall	97% 97%	97%	80%	91%
✓ Respect	97% 97%	97%	80%	91%
✓ Access	97% 97%	97%	80%	88%
✓ Outcome	94% 94%	94%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Lightest grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Residential Services	Residential Services	29	67.4%
Case Management	Case Management	14	32.6%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	3	7%	8%		Male	29	67%	59%
26-34	11	26%	19%		Female	14	33%	40%
35-44	10	23%	25%		Transgender/Other			0%
45-54	11	26%	18%		Ethnicity	#	%	State Avg
55-64	6	14%	18%		Non-Hispanic	30	70%	64%
65+	2	5%	11%		Hisp-Puerto Rican	9	21%	▲ 10%

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	3	2	50% ▲
Discharges	4	2	100% ▲
Bed Days	2,103	2,062	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 70%;"><div style="width: 100%;"></div></div>	2	50%	80%	86%	-30% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	4	100%	85%	89%	15% ▲
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	2	100%	90%	84%	10%

Data Submission Quality

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

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div>	99%

Recovery

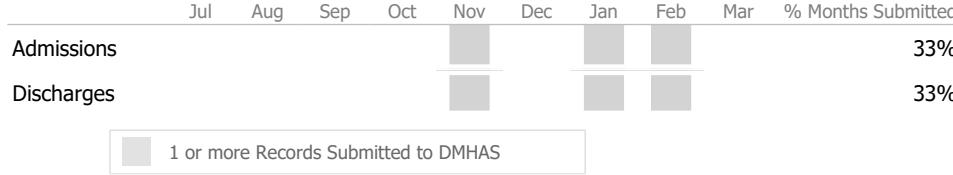
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 73%;"><div style="width: 100%;"></div></div>	8	73%	60%	86%	13% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	11	100%	90%	99%	10%
● Improved/Maintained Function Score	<div style="width: 75%;"><div style="width: 100%;"></div></div>	6	75%	95%	74%	-20% ▼

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: 96%;"><div style="width: 100%;"></div></div>	8	624 days	0.3	96%	90%	86%	6%



Data Submitted to DMHAS for Month



▲ > 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	20	20	0%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Bed Days	4,875	4,477	9%

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	<div style="width: 50%;"></div>	1	50%	60%	71%	-10% ▼
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"></div>	1	100%	90%	74%	10%

Recovery

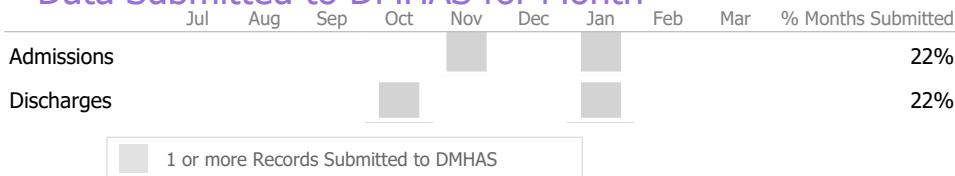
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 90%;"></div>	18	90%	60%	84%	30% ▲
✓ Stable Living Situation	<div style="width: 95%;"></div>	19	95%	95%	96%	0%
● Employed	<div style="width: 15%;"></div>	3	15%	25%	13%	-10% ▼
● Improved/Maintained Function Score	<div style="width: 89%;"></div>	16	89%	95%	73%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div style="width: 99%;"></div>	18	1,172 days	0.3	99%	90%	90%	9%



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	14	15	-7%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	518	498	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	14	14	100%	85%	83%	15% ▲

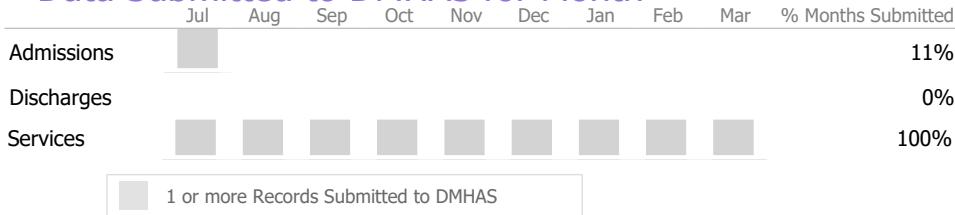
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	14	100%	90%	94%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic		
✓ 6 Month Updates	100%	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