

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↓	Unique Clients	97	97	0%
↑	Admits	6	5	20% ▲
↓	Discharges	7	8	-13% ▼
↑	Service Hours	406	427	-5%
↑	Bed Days	2,481	2,449	1%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	94% 80% 93%	94%	80%	93%
✓ Overall	93% 80% 91%	93%	80%	91%
✓ Access	92% 80% 88%	92%	80%	88%
✓ Participation in Treatment	91% 80% 92%	91%	80%	92%
✓ Respect	90% 80% 91%	90%	80%	91%
✓ General Satisfaction	90% 80% 92%	90%	80%	92%
✓ Outcome	85% 80% 83%	85%	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			
	Community Support	38	38.8%
	Case Management	28	28.6%
	Residential Services	13	13.3%
Addiction			
	Residential Services	15	15.3%
Forensic MH			
	Crisis Services	4	4.1%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	9%			Male	54	56%	58%
26-34	12	12%	18%		Female	43	44%	41%
35-44	15	15%	25%		Transgender/Other			0%
45-54	17	18%	18%					
55-64	37	38% ▲	19%					
65+	16	16%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	76	78% ▲	64%		Black/African American	46	47%	17%
Hispanic-Other	12	12%	12%		White/Caucasian	44	45%	59%
Hisp-Puerto Rican	6	6%	10%		Other	3	3%	12%
Hispanic-Mexican	2	2%	1%		Asian	2	2%	1%
Unknown	1	1% ▼	13%		Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Cuban			0%		Unknown	1	1%	8%
					Multiple Races			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	15	16	-6%
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	23	27	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	86%	15% 

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		95%	99%
On-Time Periodic 6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services	  			100%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 69 Active Supportive Housing - Development Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	-	
Discharges	-	-	
Service Hours	20	20	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	13	100%	85%	86%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	13	100%	90%	94%	10%

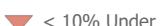
Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	 	100%	99%
On-Time Periodic	Actual	State Avg	
6 Month Updates	 	75%	83%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	   100%

 1 or more Records Submitted to DMHAS
 > 10% Over  < 10% Under
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	37	3%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	363	381	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

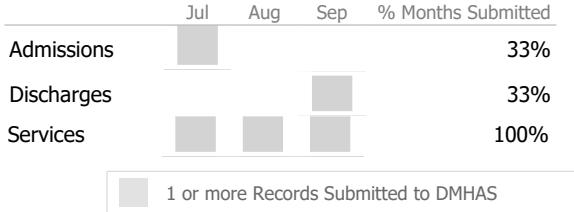
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	65%	54%	-65% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		36	95%	60%	81%	35% ▲
✓ Stable Living Situation		34	89%	80%	90%	9%
● Employed		4	11%	20%	20%	-9%
● Improved/Maintained Function Score		6	17%	65%	58%	-48% ▼
Self Help		4	11%	N/A	45%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	99%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	1	0%
Discharges	1	-	
Bed Days	1,083	1,186	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		0	0%	60%	60%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	86%	17% ▲
✓ Stable Living Situation		13	100%	95%	95%	5%
Self Help		8	62%	N/A	58%	N/A
● Employed		0	0%	25%	16%	-25% ▼
● Improved/Maintained Function Score		3	25%	95%	54%	-70% ▼

Bed Utilization

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

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	3	33%	▲
Admits	1	1	0%	
Discharges	2	2	0%	
Bed Days	177	47	277%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual % vs Goal %	Actual
✓ No Re-admit within 30 Days of Discharge	85%	2	100%	85%	100%	15%	▲
Follow-up within 30 Days of Discharge	90%	N/A	N/A	90%	57%	N/A	

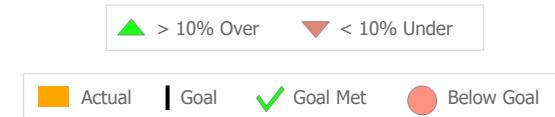
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
								Actual % vs Goal %	Actual
● Avg Utilization Rate	3	114 days	0.8	64%	90%	67%	-26%	▼	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	33%
Discharges	1	1	1	33%

1 or more Records Submitted to DMHAS



* State Avg based on 8 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	1,221	1,216	0%

Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS

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%	NaN	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	87%	N/A	79%	N/A
Self Help		8	53%	60%	56%	-7%

Bed Utilization

	Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		< 90%	90-110%	>110%					
	Avg Utilization Rate		15	717 days	1.0	88%	90%	80%	-2%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active AIDS Residential Programs