

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	47	82	-43%	▼
	Admits	10	13	-23%	▼
	Discharges	10	46	-78%	▼
	Service Hours	614	1,222	-50%	▼
	Bed Days	9,465	9,220	3%	

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

Consumer Satisfaction Survey

(Based on 34 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		88%	80%	79%

■ 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	31	66.0%
	Case Management	16	34.0%

Client Demographics

Age	#	%	State Avg
18-25	5	11%	13%
26-34	11	23%	24%
35-44	11	23%	20%
45-54	8	17%	21%
55-64	8	17%	16%
65+	4	9%	5%

Gender	#	%	State Avg
Male	33	70%	60%
Female	14	30%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	83%	72%
Hispanic-Other	4	9%	7%
Hisp-Puerto Rican	4	9%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	28	60%	64%
Black/African American	13	28%	17%
Other	6	13%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	4	4	0%
Discharges	4	4	0%
Bed Days	2,873	2,903	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	50%	80%	79%	-30% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	81%	10%

Data Submission Quality

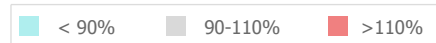
	Actual	State Avg
✓ Data Entry	100%	99%
✓ Valid NOMS Data	100%	99%
✓ On-Time Periodic	100%	86%
✓ 6 Month Updates	100%	86%
✓ Cooccurring	100%	90%
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	93%
✓ Diagnosis	100%	100%
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Social Support		12	100%	60%	85%	40% ▲
✓ Stable Living Situation		12	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		8	89%	95%	68%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	749 days	0.2	98%	90%	95%	8%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													17%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	3	7	-57% ▼
Discharges	3	5	-40% ▼
Bed Days	6,592	6,317	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	68%	7%
● Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

Recovery

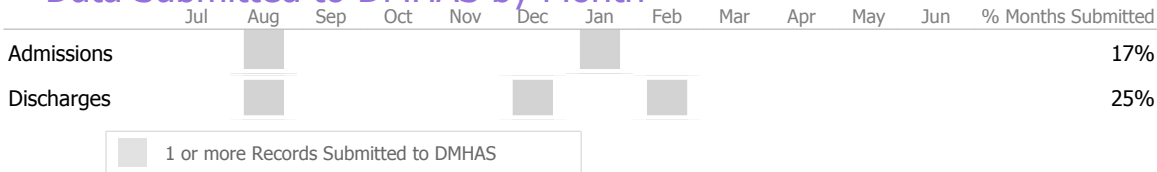
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	84%	35% ▲
✓ Stable Living Situation		21	100%	95%	96%	5%
✓ Improved/Maintained Axis V GAF Score		18	95%	95%	68%	0%
● Employed		2	10%	25%	11%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,157 days	0.2	100%	90%	94%	10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by 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	16	13	23% ▲
Admits	3	2	50% ▲
Discharges	3	-	
Service Hours	614	615	0%

Recovery

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

Service Utilization

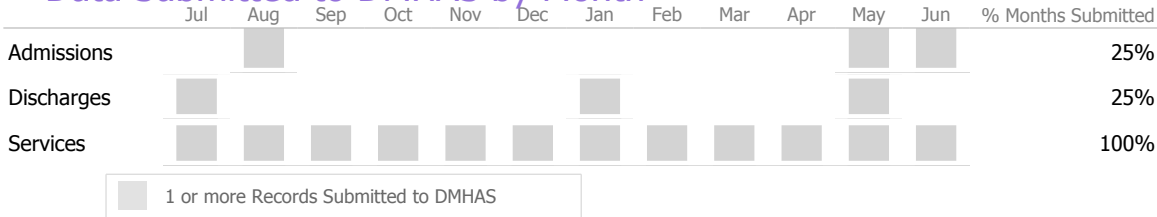
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs