

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	56	56	0%
	Admits	11	7	57% ▲
	Discharges	12	8	50% ▲
	Service Hours	1,365	2,311	-41% ▼
	Bed Days	8,880	8,778	1%

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

Consumer Satisfaction Survey (Based on 41 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ General Satisfaction		81%	80%	92%
● Recovery		59%	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	56	100.0%

Client Demographics

Age	#	%	State Avg
18-25			▼ 13%
26-34	5	9%	▼ 24%
35-44	13	23%	20%
45-54	13	23%	21%
55-64	20	36%	▲ 16%
65+	5	9%	5%

Gender	#	%	State Avg
Male	37	66%	60%
Female	19	34%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	52	93%	▲ 72%
Hispanic-Other	2	4%	7%
Hisp-Puerto Rican	1	2%	12%
Unknown	1	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	35	63%	64%
Black/African American	18	32%	▲ 17%
Other	2	4%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	25	16% ▲
Admits	6	1	500% ▲
Discharges	7	1	600% ▲
Service Hours	1,365	2,311	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	92%
SA Screen Complete	67%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	50%	68%	50% ▲

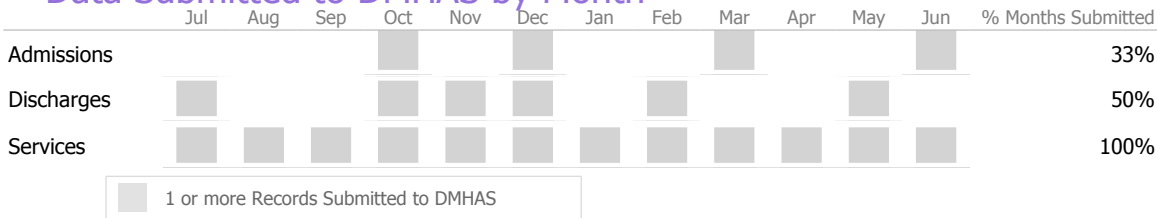
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	87%	60%	87%	27% ▲
✓ Stable Living Situation		30	100%	85%	98%	15% ▲
● Improved/Maintained Axis V GAF Score		22	81%	95%	76%	-14% ▼
● Employed		1	3%	25%	11%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	99%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	4	4	0%
Discharges	3	5	-40% ▼
Bed Days	4,561	4,450	2%

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		2	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	81%	60%	84%	21% ▲
✓ Stable Living Situation		16	100%	95%	96%	5%
● Improved/Maintained Axis V GAF Score		13	93%	95%	68%	-2%
● Employed		1	6%	25%	11%	-19% ▼

Data Submission Quality

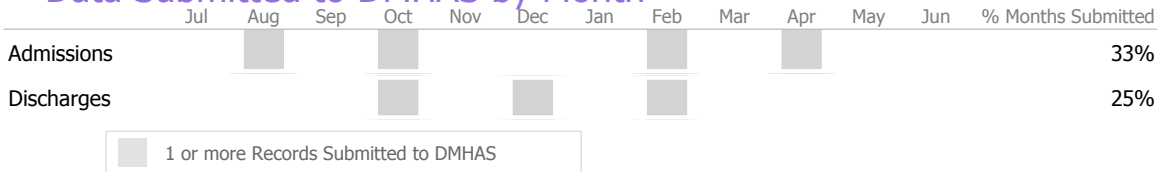
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	84%
SA Screen Complete	0%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,841 days	0.2	96%	90%	94%	6%

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	13	14	-7%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Bed Days	4,319	4,328	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		1	50%	60%	68%	-10% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

Recovery

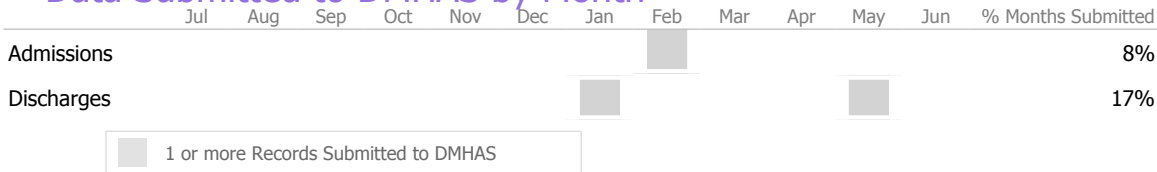
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	85%	60%	84%	25% ▲
Stable Living Situation		13	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		11	92%	95%	68%	-3%
Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	1,970 days	0.2	99%	90%	94%	9%

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

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