

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	47	50	-6%
	Admits	6	3	100% ▲
	Discharges	5	3	67% ▲
	Service Hours	369	376	-2%
	Bed Days	2,221	2,159	3%

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

### Consumer Satisfaction Survey (Based on 43 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		91%	80%	88%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Overall		86%	80%	91%
✓ Participation in Treatment		81%	80%	92%
✓ General Satisfaction		81%	80%	92%
● Outcome		79%	80%	83%
● Recovery		76%	80%	79%

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>	Residential Services	47	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	1	2%	9%
26-34	4	9%	22% ▼
35-44	8	17%	21%
45-54	12	26%	20%
55-64	20	43%	20% ▲
65+	2	4%	7%

Gender	#	%	State Avg
Male	28	60%	59%
Female	19	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	41	87%	71% ▲
Hisp-Puerto Rican	3	6%	12%
Hispanic-Other	2	4%	7%
Unknown	1	2%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	31	66%	64%
Black/African American	12	26%	16%
Other	3	6%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	4	2	100% ▲
Discharges	-	1	-100% ▼
Service Hours	369	376	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	99%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	75%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	81%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	83%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	88%	60%	83%	28% ▲
✓ Stable Living Situation		24	100%	85%	98%	15% ▲
✓ Improved/Maintained Axis V GAF Score		18	100%	95%	58%	5%
● Employed		1	4%	25%	11%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 25 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	2	-	
Discharges	5	2	150% ▲
Bed Days	1,117	1,091	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	26%
SA Screen Complete	100%	26%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	60%	63%	40% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	76%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	87%	60%	82%	27% ▲
✓ Stable Living Situation		15	100%	95%	91%	5%
● Employed		1	7%	25%	10%	-18% ▼
● Improved/Maintained Axis V GAF Score		10	83%	95%	58%	-12% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				13	1,311 days	1.0	93%	90%	92%	3%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,104	1,068	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	26%
SA Screen Complete	N/A	26%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	75%	60%	82%	15% ▲
✓ Stable Living Situation		12	100%	95%	91%	5%
● Improved/Maintained Axis V GAF Score		10	83%	95%	58%	-12% ▼
● Employed		0	0%	25%	10%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,776 days	1.0	100%	90%	92%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    Goal    Goal Met    Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs