

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	81	78	4%
	Admits	10	7	43% ▲
	Discharges	10	4	150% ▲
	Service Hours	1,858	1,944	-4%
	Bed Days	2,867	2,870	0%
	S.Rehab/PHP/IOP	3,589	3,595	0%

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

Consumer Satisfaction Survey (Based on 59 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		80%	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			
	Social Rehabilitation	48	41.4%
	Community Support	40	34.5%
	Residential Services	18	15.5%
	Case Management	10	8.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	4	5%	10%	Male	60	74%	60%
26-34	9	11%	23%	Female	21	26%	40%
35-44	9	11%	22%	Transgender			0%
45-54	16	20%	20%				
55-64	26	32%	19%				
65+	17	21%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	71	88%	70%	White/Caucasian	69	85%	63%
Unknown	7	9%	9%	Black/African American	6	7%	17%
Hispanic-Other	3	4%	8%	Other	2	2%	13%
Hispanic-Cuban			0%	Unknown	2	2%	5%
Hispanic-Mexican			1%	Asian	1	1%	1%
Hisp-Puerto Rican			12%	Multiple Races	1	1%	1%
				Am. Indian/Native Alaskan			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	10	10	0%
Admits	2	3	-33% ▼
Discharges	2	2	0%
Bed Days	1,403	1,416	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	83%	97%
Co-occurring		
MH Screen Complete	50%	83%
SA Screen Complete	50%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	88%	-80% ▼
No Re-admit within 30 Days of Discharge		1	50%	85%	82%	-35% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	80%	60%	82%	20% ▲
Stable Living Situation		9	90%	90%	99%	0%
Improved/Maintained Axis V GAF Score		5	62%	95%	69%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,802 days	0.5	95%	90%	93%	5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							33%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	1	0%
Discharges	-	-	
Service Hours	70	29	145% ▲
Bed Days	1,464	1,454	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	53%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	50%
SA Screen Complete	0%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	85%	40% ▲
✓ Stable Living Situation		8	100%	95%	92%	5%
● Employed		1	12%	25%	10%	-13% ▼
● Improved/Maintained Axis V GAF Score		1	14%	95%	62%	-81% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,231 days	0.5	99%	90%	93%	9%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%
Services							100%

Legend: ■ 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

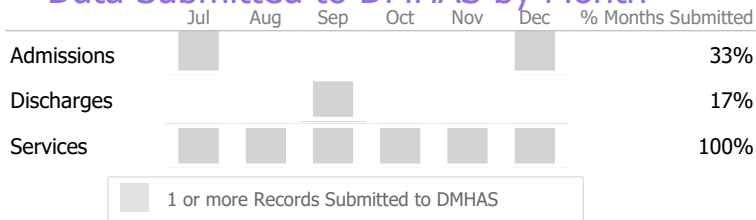
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	54	-11% ▼
Admits	2	2	0%
Discharges	2	-	
Social Rehab/PHP/IOP Days	3,589	3,595	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		43	93%	90%	68%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	32	25% ▲
Admits	5	1	400% ▲
Discharges	6	2	200% ▲
Service Hours	970	1,173	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	72%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	92%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	28%
SA Screen Complete	0%	28%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	65%	60%	-32% ▼

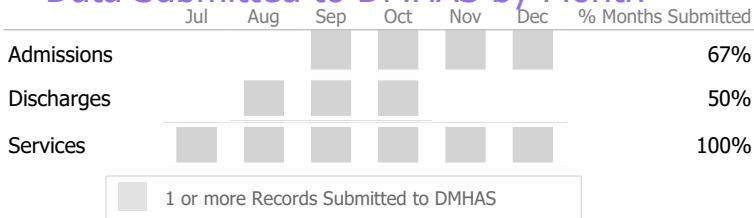
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	88%	60%	81%	28% ▲
Stable Living Situation		38	95%	80%	87%	15% ▲
Employed		6	15%	20%	13%	-5%
Improved/Maintained Axis V GAF Score		5	14%	65%	63%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	819	743	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

Service Utilization

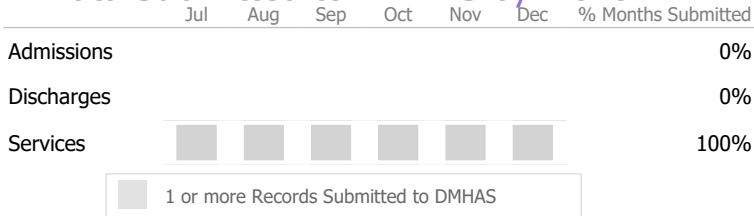
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs