

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	44	42	5%
	Admits	5	4	25% ▲
	Discharges	3	4	-25% ▼
	Service Hours	278	298	-6%
	Bed Days	4,783	4,659	3%

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

Consumer Satisfaction Survey

(Based on 34 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Recovery		94%	80%	79%
✓ Respect		91%	80%	91%

■ 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	30	68.2%
	Case Management	14	31.8%

Client Demographics

Age	#	%	State Avg
18-25	5	11%	10%
26-34	12	27%	23%
35-44	9	20%	22%
45-54	7	16%	20%
55-64	8	18%	19%
65+	3	7%	7%

Gender	#	%	State Avg
Male	30	68%	60%
Female	14	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	35	80%	70%
Hisp-Puerto Rican	5	11%	12%
Hispanic-Other	4	9%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	24	55%	63%
Black/African American	13	30%	17% ▲
Other	7	16%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	3	2	50% ▲
Discharges	3	2	50% ▲
Bed Days	1,443	1,459	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

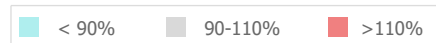
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	67%	80%	88%	-13% ▼
● No Re-admit within 30 Days of Discharge		2	67%	85%	82%	-18% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	78%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	82%	22% ▲
✓ Stable Living Situation		11	100%	90%	99%	10%
✓ Improved/Maintained Axis V GAF Score		8	100%	95%	69%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	805 days	0.4	98%	90%	93%	8%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							50%

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	19	20	-5%
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Bed Days	3,340	3,200	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	53%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	50%
SA Screen Complete	100%	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		19	100%	60%	85%	40% ▲
✓ Stable Living Situation		19	100%	95%	92%	5%
✓ Improved/Maintained Axis V GAF Score		18	100%	95%	62%	5%
● Employed		2	11%	25%	10%	-14% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,526 days	0.5	101%	90%	93%	11% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	1	-	
Discharges	-	-	
Service Hours	278	298	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	89%	15% ▲

Service Utilization

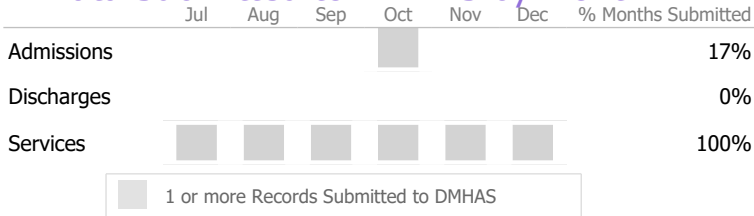
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	95%	10%

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