

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	50	52	-4%
	Admits	9	6	50% ▲
	Discharges	7	8	-13% ▼
	Service Hours	765	715	7%
	Bed Days	4,345	4,293	1%

▲ > 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	#	%
Mental Health	Residential Services	50	100.0%

Client Demographics

Age	#	%	State Avg
18-25	2	4%	10%
26-34	4	8% ▼	23%
35-44	9	18%	22%
45-54	13	26%	20%
55-64	20	40% ▲	19%
65+	2	4%	7%

Gender	#	%	State Avg
Male	30	60%	60%
Female	20	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	43	86% ▲	70%
Hispanic-Other	3	6%	8%
Hisp-Puerto Rican	3	6%	12%
Unknown	1	2%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	33	66%	63%
Black/African American	12	24%	17%
Other	4	8%	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	26	-8%
Admits	4	3	33% ▲
Discharges	-	4	-100% ▼
Service Hours	765	715	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	98%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	75%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	85%	N/A

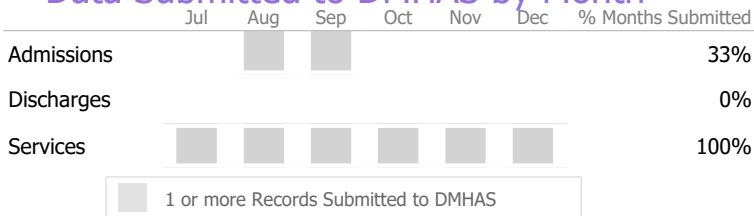
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	88%	60%	84%	28% ▲
✓ Stable Living Situation		24	100%	85%	98%	15% ▲
✓ Improved/Maintained Axis V GAF Score		19	95%	95%	56%	0%
● 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%	97%	10%

Data Submitted to DMHAS by Month



▲ > 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	15	14	7%
Admits	4	1	300% ▲
Discharges	6	3	100% ▲
Bed Days	2,151	2,120	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	60%	68%	40% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	88%	60%	85%	28% ▲
✓ Stable Living Situation		17	100%	95%	92%	5%
● Employed		1	6%	25%	10%	-19% ▼
● Improved/Maintained Axis V GAF Score		11	73%	95%	62%	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% 53%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 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%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,221 days	0.5	90%	90%	93%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	13	13	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	2,194	2,173	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	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		1	100%	60%	68%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	69%	60%	85%	9%
Stable Living Situation		13	100%	95%	92%	5%
Improved/Maintained Axis V GAF Score		10	83%	95%	62%	-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	1,840 days	0.5	99%	90%	93%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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