

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	159	163	-2%
	Admits	12	27	-56% ▼
	Discharges	33	23	43% ▲
	Service Hours	1,177	1,385	-15% ▼
	Bed Days	6,643	6,522	2%
	S.Rehab/PHP/IOP	5,081	6,011	-15% ▼

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

Consumer Satisfaction Survey (Based on 78 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	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	123	59.7%
	Community Support	31	15.0%
	Residential Services	27	13.1%
	Case Management	25	12.1%

Client Demographics

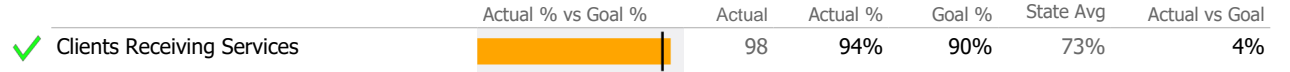
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	3	2%	11%	Male	83	52%	60%
26-34	12	8% ▼	23%	Female	76	48%	40%
35-44	22	14%	22%	Transgender			0%
45-54	38	24%	20%				
55-64	59	37% ▲	18%				
65+	25	16%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	137	86% ▲	70%	White/Caucasian	96	60%	62%
Hisp-Puerto Rican	11	7%	12%	Black/African American	46	29% ▲	17%
Hispanic-Other	8	5%	8%	Other	12	8%	13%
Unknown	3	2%	10%	Asian	2	1%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	2	1%	0%
Hispanic-Mexican			1%	Multiple Races	1	1%	1%
				Am. Indian/Native Alaskan			1%
				Unknown			5%

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

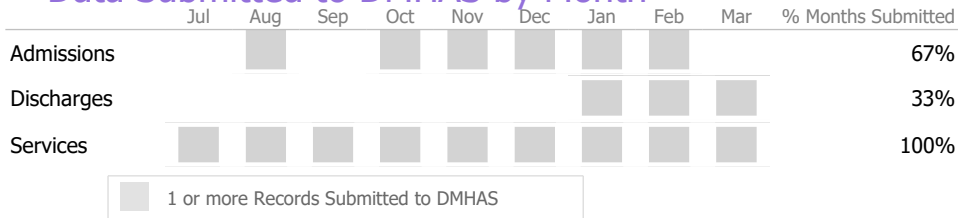
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	125	-2%
Admits	6	12	-50% ▼
Discharges	19	11	73% ▲
Social Rehab/PHP/IOP Days	5,081	6,011	-15% ▼

Service Utilization



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	31	28	11% ▲
Admits	1	6	-83% ▼
Discharges	4	-	
Service Hours	820	971	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	70%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	0%	30%
SA Screen Complete	100%	30%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	63%	-65% ▼

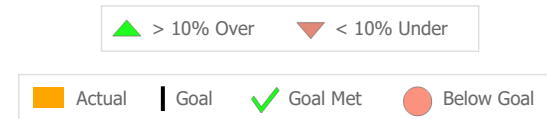
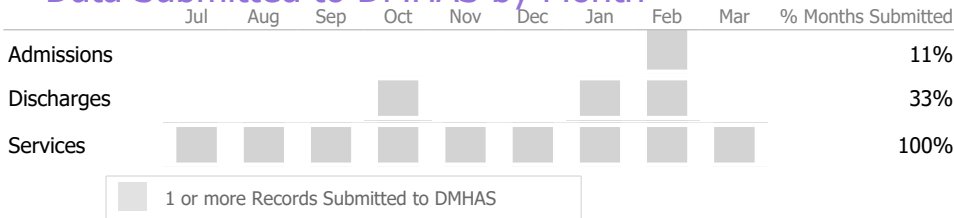
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	94%	60%	82%	34% ▲
Stable Living Situation		30	97%	80%	86%	17% ▲
Employed		9	29%	20%	13%	9%
Improved/Maintained Axis V GAF Score		5	17%	65%	66%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	100%	90%	99%	10%

Data Submitted to DMHAS by Month



* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	4	-75% ▼
Discharges	3	2	50% ▲
Bed Days	3,185	2,795	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	83%
SA Screen Complete	0%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	80%	83%	20% ▲
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	82%	15% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	77%	-57% ▼

Recovery

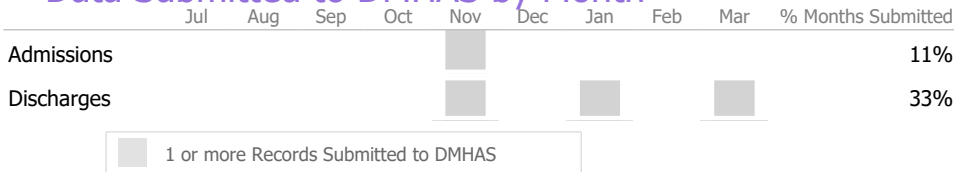
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	90%	100%	10%
✓ Social Support		9	69%	60%	88%	9%
● Improved/Maintained Axis V GAF Score		2	17%	95%	74%	-78% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	814 days	0.3	97%	90%	94%	7%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 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	6	6	0%
Admits	1	-	
Discharges	-	-	
Bed Days	1,459	1,644	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	56%
SA Screen Complete	100%	56%
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%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

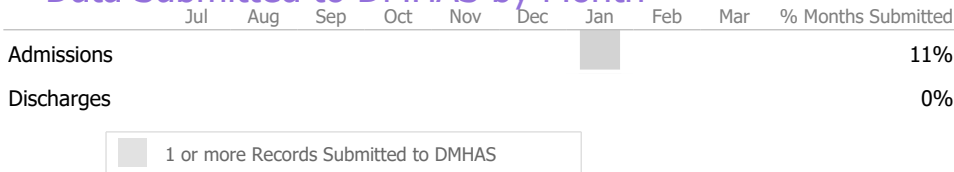
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	85%	40% ▲
✓ Stable Living Situation		6	100%	95%	92%	5%
● Employed		1	17%	25%	10%	-8%
● Improved/Maintained Axis V GAF Score		4	80%	95%	63%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	3,459 days	0.4	88%	90%	96%	-2%

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 81 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	2	3	-33% ▼
Discharges	5	1	400% ▲
Service Hours	357	352	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	92%	85%	89%	7%

Service Utilization

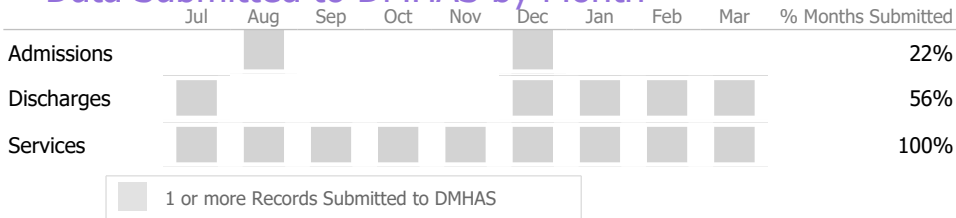
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	95%	90%	96%	5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Bed Days	1,999	2,083	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%
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%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	83%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	82%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	77%	10%

Recovery

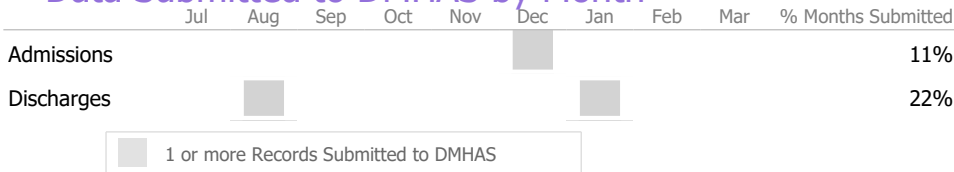
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	90%	100%	10%
● Social Support		5	56%	60%	88%	-4%
● Improved/Maintained Axis V GAF Score		6	75%	95%	74%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	849 days	0.3	91%	90%	94%	1%

■ < 90%
 ■ 90-110%
 ■ >110%

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 ✓ Goal Met
 ● Below Goal

* State Avg based on 24 Active Group Home Programs