

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	45	43	5%
	Admits	6	5	20% ▲
	Discharges	8	6	33% ▲
	Service Hours	422	495	-15% ▼
	Bed Days	7,218	6,999	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	#	%
<b>Mental Health</b>	Residential Services	31	68.9%
	Case Management	14	31.1%

### Client Demographics

Age	#	%	State Avg
18-25	5	11%	11%
26-34	13	29%	23%
35-44	9	20%	22%
45-54	7	16%	20%
55-64	8	18%	18%
65+	3	7%	6%

Gender	#	%	State Avg
Male	31	69%	60%
Female	14	31%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	35	78%	70%
Hisp-Puerto Rican	6	13%	12%
Hispanic-Other	4	9%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	25	56%	62%
Black/African American	13	29%	▲ 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	12	10	20% ▲
Admits	4	2	100% ▲
Discharges	4	2	100% ▲
Bed Days	2,163	2,179	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	50%	80%	83%	-30% ▼
No Re-admit within 30 Days of Discharge		2	50%	85%	82%	-35% ▼
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
Social Support		11	92%	60%	88%	32% ▲
Stable Living Situation		12	100%	90%	100%	10%
Improved/Maintained Axis V GAF Score		10	100%	95%	74%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	818 days	0.3	98%	90%	94%	8%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■			■	■		■		44%
Discharges	■				■	■		■		44%

■ 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	19	20	-5%
Admits	1	2	-50% ▼
Discharges	3	2	50% ▲
Bed Days	5,055	4,820	5%

### 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		3	100%	60%	71%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%

### Recovery

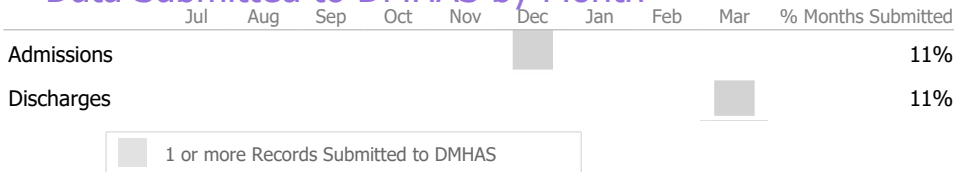
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	85%	40% ▲
✓ Stable Living Situation		19	100%	95%	92%	5%
✓ Improved/Maintained Axis V GAF Score		18	100%	95%	63%	5%
○ Employed		3	16%	25%	10%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,597 days	0.3	102%	90%	96%	12% ▲

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	14	14	0%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	422	495	-15% ▼

### 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

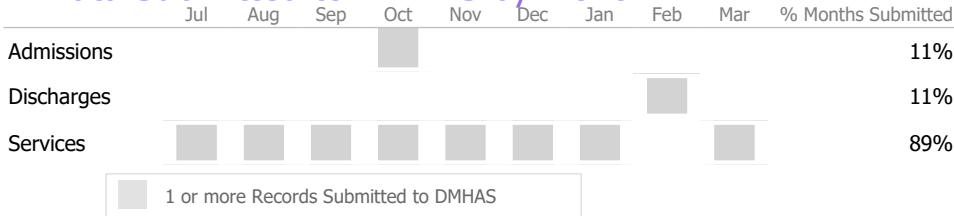
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

### 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