

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	51	56	-9%
	Admits	11	12	-8%
	Discharges	10	16	-38% ▼
	Service Hours	1,130	1,084	4%
	Bed Days	6,511	6,324	3%

▲ > 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	#	%
<b>Mental Health</b>	Residential Services	51	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	2	4%	11%
26-34	5	10%	23% ▼
35-44	9	18%	22%
45-54	13	25%	20%
55-64	20	39%	18% ▲
65+	2	4%	6%

Gender	#	%	State Avg
Male	31	61%	60%
Female	20	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	44	86%	70% ▲
Hispanic-Other	3	6%	8%
Hisp-Puerto Rican	3	6%	12%
Unknown	1	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	34	67%	62%
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	29	-17% ▼
Admits	4	7	-43% ▼
Discharges	1	9	-89% ▼
Service Hours	1,130	1,084	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	75%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	83%	50% ▲

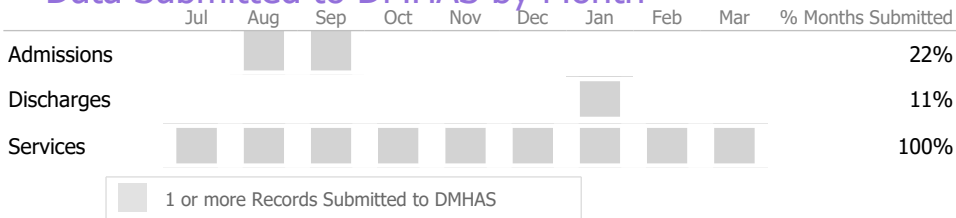
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	88%	60%	83%	28% ▲
✓ Stable Living Situation		24	100%	85%	98%	15% ▲
✓ Improved/Maintained Axis V GAF Score		23	96%	95%	60%	1% ▲
● Employed		1	4%	25%	11%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	99%	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	17	16	6%
Admits	6	3	100% ▲
Discharges	8	6	33% ▲
Bed Days	3,225	3,071	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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		6	75%	60%	71%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	82%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	84%	60%	85%	24% ▲
✓ Stable Living Situation		19	100%	95%	92%	5%
● Employed		1	5%	25%	10%	-20% ▼
● Improved/Maintained Axis V GAF Score		11	69%	95%	63%	-26% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,199 days	0.3	90%	90%	96%	0%

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			■	■					■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 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	13	13	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	3,286	3,253	1%

### 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		1	100%	60%	71%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90% ▼

### Recovery

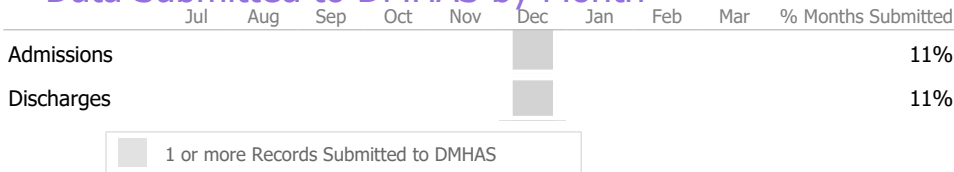
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	69%	60%	85%	9%
✓ Stable Living Situation		13	100%	95%	92%	5%
● Improved/Maintained Axis V GAF Score		10	83%	95%	63%	-12% ▼
● Employed		0	0%	25%	10%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,892 days	0.3	100%	90%	96%	10%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### 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