

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	50	60	-17% ▼
	Admits	41	46	-11% ▼
	Discharges	42	46	-9%
	Service Hours	-	-	-
	Bed Days	3,738	3,689	1%

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

### Consumer Satisfaction Survey (Based on 11 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Respect		73%	80%	91%
Recovery		73%	80%	79%
Quality and Appropriateness		64%	80%	93%
Participation in Treatment		64%	80%	92%
Overall		64%	80%	91%
Outcome		64%	80%	83%
General Satisfaction		45%	80%	92%
Access		45%	80%	88%

■ Satisfied %    |    Goal %    ■ 0-80%    ■ 80-100%    Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	50	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	9	18%	11%
26-34	14	28%	23%
35-44	15	30%	22%
45-54	9	18%	20%
55-64	3	6% ▼	18%
65+			6%

Gender	#	%	State Avg
Male	49	100% ▲	60%
Female			40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	34	68%	70%
Hisp-Puerto Rican	16	32% ▲	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			8%
Unknown			10%

Race	#	%	State Avg
Black/African American	25	50% ▲	17%
White/Caucasian	10	20% ▼	62%
Unknown	8	16% ▲	5%
Other	7	14%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	100%	94%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	40%
<b>Co-occurring</b>		
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
<b>Diagnosis</b>		
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		32	76%	70%	76%	6%
✓ No Re-admit within 30 Days of Discharge		40	95%	85%	92%	10%
○ Follow-up within 30 Days of Discharge		23	72%	90%	72%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		47	87%	70%	71%	17% ▲
✓ Improved/Maintained Axis V GAF Score		41	98%	95%	89%	3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	105 days	0.2	91%	90%	99%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    ✓ Goal Met    ○ Below Goal

\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs