

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	343	349	-2%
	Admits	111	81	37% ▲
	Discharges	131	111	18% ▲
	Service Hours	711	8,755	-92% ▼
	Bed Days	7,472	6,425	16% ▲

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

### Consumer Satisfaction Survey (Based on 20 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Access		95%	80%	88%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ Outcome		80%	80%	83%
● Recovery		79%	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>	Outpatient	163	46.0%
	Case Management	86	24.3%
	Other	69	19.5%
	Residential Services	36	10.2%

### Client Demographics

Age	#	%	State Avg
18-25	102	30%	▲ 11%
26-34	50	15%	23%
35-44	44	13%	22%
45-54	53	16%	20%
55-64	54	16%	18%
65+	36	11%	6%

Gender	#	%	State Avg
Female	177	52%	▲ 40%
Male	165	48%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	210	61%	69%
Hisp-Puerto Rican	101	29%	▲ 11%
Hispanic-Other	25	7%	8%
Unknown	6	2%	11%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	138	40%	▼ 62%
Other	90	26%	▲ 13%
Black/African American	58	17%	17%
Unknown	48	14%	6%
Asian	9	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	15	-20% ▼
Admits	9	10	-10%
Discharges	7	12	-42% ▼
Bed Days	1,872	1,541	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	75%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	100%	75%	71%	25% ▲
No Re-admit within 30 Days of Discharge		7	100%	85%	69%	15% ▲
Follow-up within 30 Days of Discharge		6	86%	90%	69%	-4%

### Recovery

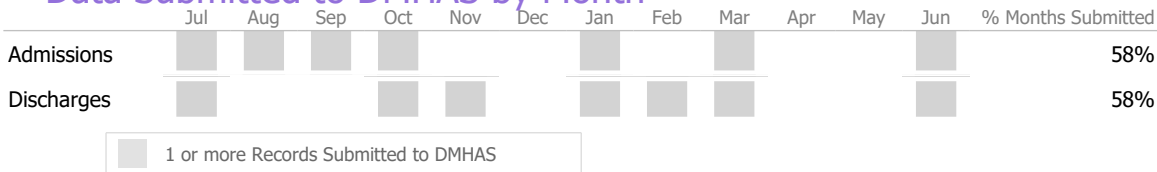
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	78%	75%	52%	3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	223 days	0.2	102%	90%	97%	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 29 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	168	-3%
Admits	29	-	
Discharges	23	34	-32% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	84%
On-Time Periodic		
6 Month Updates	99%	56%
Co-occurring		
MH Screen Complete	3%	61%
SA Screen Complete	5%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	9%	50%	39%	-41% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		153	94%	95%	81%	-1%
Employed		23	14%	30%	25%	-16% ▼
Social Support		71	44%	60%	64%	-16% ▼
Improved/Maintained Axis V GAF Score		21	14%	75%	55%	-61% ▼

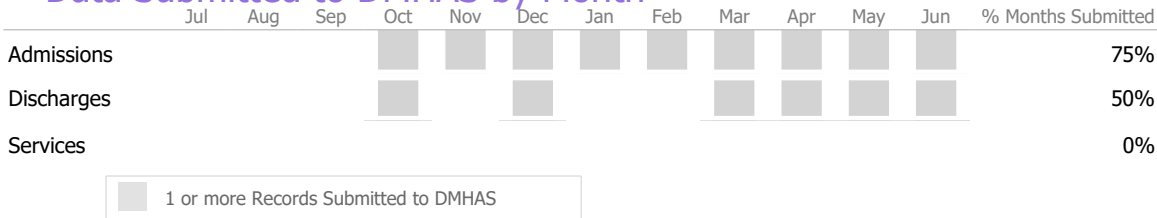
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	85%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

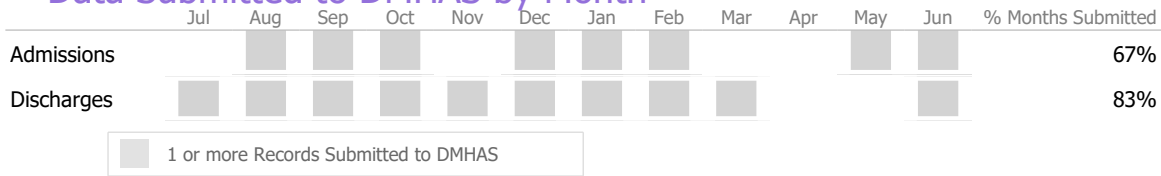
█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	75	-8%
Admits	12	18	-33% ▼
Discharges	23	19	21% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	12	14	-14% ▼
Discharges	11	13	-15% ▼
Bed Days	5,600	4,884	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	27%	75%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	82%	75%	71%	7%
No Re-admit within 30 Days of Discharge		6	55%	85%	69%	-30% ▼
Follow-up within 30 Days of Discharge		9	100%	90%	69%	10%

### Recovery

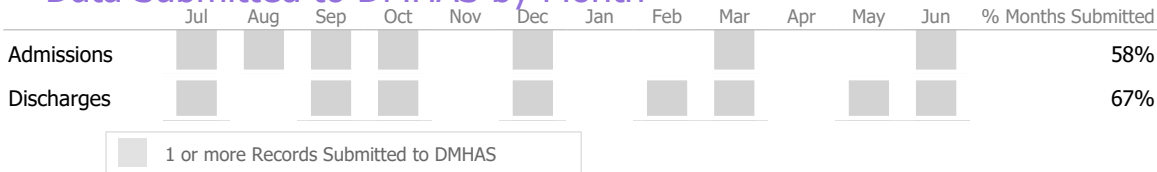
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		10	45%	75%	52%	-30% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	618 days	0.2	96%	90%	97%	6%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	73	18% ▲
Admits	49	39	26% ▲
Discharges	67	33	103% ▲
Service Hours	711	8,755	-92% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	58%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		51	76%	50%	60%	26% ▲

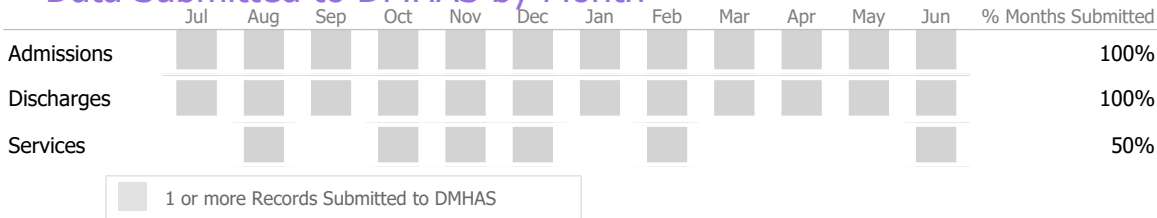
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		83	93%	60%	72%	33% ▲
✓ Employed		38	43%	20%	13%	23% ▲
✓ Stable Living Situation		84	94%	80%	78%	14% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	83%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs