

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	124	128	-3%
	Admits	26	38	-32% ▼
	Discharges	32	27	19% ▲
	Service Hours	2,707	4,091	-34% ▼
	Bed Days	10,937	10,759	2%

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

Consumer Satisfaction Survey (Based on 84 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
● Outcome		75%	80%	83%
● Recovery		71%	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	Community Support	44	34.6%
	Case Management	36	28.3%
	Residential Services	14	11.0%
Addiction	Residential Services	22	17.3%
Forensic MH	Crisis Services	11	8.7%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	11%
26-34	17	14%	23%
35-44	11	9%	22%
45-54	33	27%	20%
55-64	49	40%	18%
65+	11	9%	6%

Gender	#	%	State Avg
Male	68	55%	60%
Female	56	45%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	99	80%	69%
Hisp-Puerto Rican	16	13%	11%
Hispanic-Other	8	6%	8%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			11%

Race	#	%	State Avg
Black/African American	65	52%	17%
White/Caucasian	54	44%	62%
Other	3	2%	13%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Atlantic Park Apts 120-260

Inspirica Inc. (formerly St Luke's LifeWorks)

Mental Health - Case Management - Supportive Housing – Development

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	1	2	-50% ▼
Discharges	3	1	200% ▲
Service Hours	828	1,008	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	91%	9%

Service Utilization

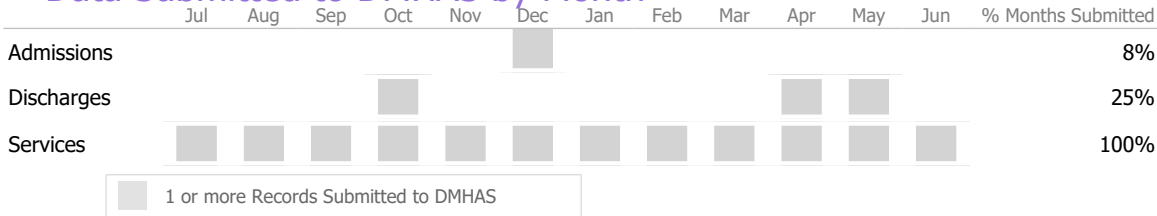
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	17	12% ▲
Admits	2	1	100% ▲
Discharges	4	-	
Service Hours	458	1,231	-63% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	100%	85%	91%	15% ▲

Service Utilization

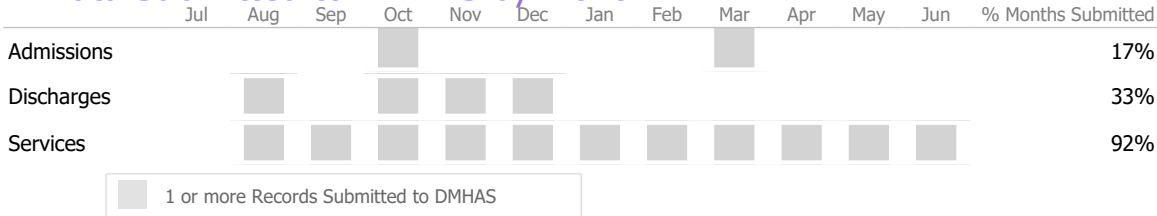
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	47	-6%
Admits	4	15	-73% ▼
Discharges	8	7	14% ▲
Service Hours	1,421	1,853	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	25%	40%
SA Screen Complete	25%	36%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	65%	62%	-15% ▼

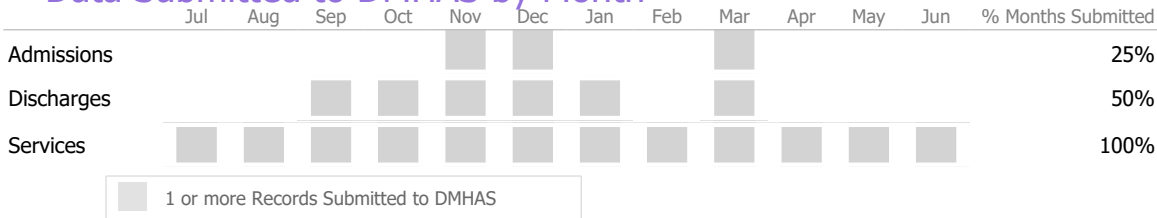
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	77%	60%	81%	17% ▲
Improved/Maintained Axis V GAF Score		30	70%	65%	66%	5%
Stable Living Situation		34	77%	80%	87%	-3%
Employed		4	9%	20%	13%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	1	5	-80% ▼
Discharges	1	4	-75% ▼
Bed Days	4,744	4,715	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	52%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	64%
SA Screen Complete	100%	59%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90% ▼

Recovery

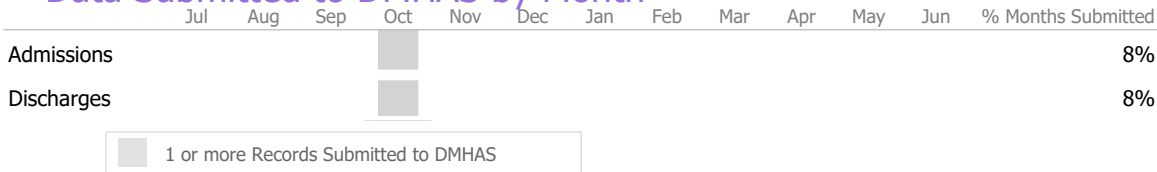
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	71%	60%	86%	11% ▲
Stable Living Situation		14	100%	95%	94%	5%
Employed		3	21%	25%	9%	-4%
Improved/Maintained Axis V GAF Score		1	7%	95%	64%	-88% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,172 days	0.2	100%	90%	97%	10%

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 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	9	7	29% ▲
Discharges	9	6	50% ▲
Bed Days	915	780	17% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	89%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	148 days	0.2	83%	90%	69%	-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 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	9	8	13% ▲
Discharges	7	9	-22% ▼
Bed Days	5,278	5,264	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	74%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	85%	46%	-56% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	8%	-90% ▼

Recovery

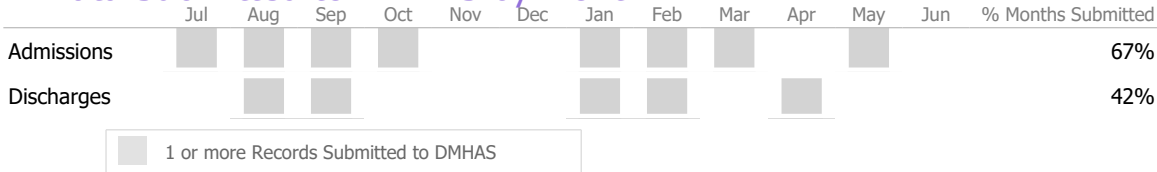
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		18	82%	60%	68%	22% ▲

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	15	724 days	0.2	96%	90%	83%	6%



Data Submitted to DMHAS by Month



* State Avg based on 3 Active AIDS Residential Programs