

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	83	85	-2%
	Admits	13	21	-38% ▼
	Discharges	13	22	-41% ▼
	Service Hours	3,389	4,035	-16% ▼
	Bed Days	5,779	5,658	2%
	S.Rehab/PHP/IOP	6,324	7,321	-14% ▼

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

Consumer Satisfaction Survey (Based on 59 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		80%	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			
	Social Rehabilitation	48	40.7%
	Community Support	42	35.6%
	Residential Services	18	15.3%
	Case Management	10	8.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	4	5%	11%	Male	61	73%	▲ 60%
26-34	9	11%	▼ 23%	Female	22	27%	▼ 40%
35-44	9	11%	▼ 22%	Transgender			0%
45-54	17	20%	20%				
55-64	27	33%	▲ 18%				
65+	17	20%	▲ 6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	73	88%	▲ 69%	White/Caucasian	70	84%	▲ 62%
Unknown	7	8%	11%	Black/African American	6	7%	17%
Hispanic-Other	3	4%	8%	Asian	2	2%	1%
Hispanic-Cuban			0%	Other	2	2%	▼ 13%
Hispanic-Mexican			1%	Unknown	2	2%	6%
Hisp-Puerto Rican			▼ 11%	Multiple Races	1	1%	1%
				Am. Indian/Native Alaskan			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	10	11	-9%
Admits	2	4	-50% ▼
Discharges	2	3	-33% ▼
Bed Days	2,859	2,815	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	88%	89%
Co-occurring		
MH Screen Complete	50%	76%
SA Screen Complete	50%	86%
Diagnosis		
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		0	0%	80%	83%	-80% ▼
No Re-admit within 30 Days of Discharge		1	50%	85%	82%	-35% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

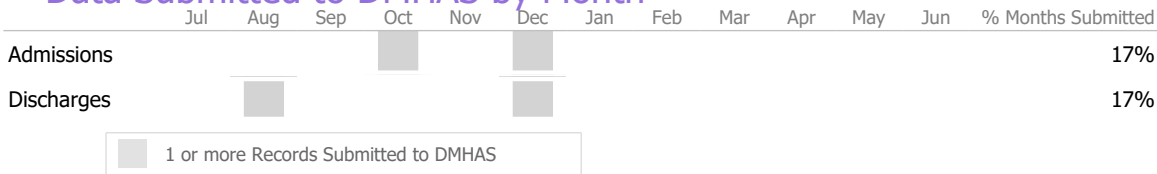
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	80%	60%	88%	20% ▲
Stable Living Situation		9	90%	90%	99%	0%
Improved/Maintained Axis V GAF Score		7	70%	95%	74%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,662 days	0.2	98%	90%	94%	8%

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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Service Hours	150	73	105% ▲
Bed Days	2,920	2,843	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	64%
SA Screen Complete	0%	59%
Diagnosis	Actual	State Avg
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		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	86%	40% ▲
✓ Improved/Maintained Axis V GAF Score		8	100%	95%	64%	5%
✓ Stable Living Situation		8	100%	95%	94%	5%
✓ Employed		2	25%	25%	9%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,413 days	0.3	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

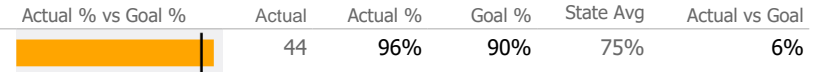
* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	58	-17% ▼
Admits	2	6	-67% ▼
Discharges	2	12	-83% ▼
Social Rehab/PHP/IOP Days	6,324	7,321	-14% ▼

Service Utilization

✓ Clients Receiving Services



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	39	8%
Admits	8	9	-11% ▼
Discharges	9	5	80% ▲
Service Hours	1,560	2,539	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	52%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	40%
SA Screen Complete	0%	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		3	33%	65%	62%	-32% ▼

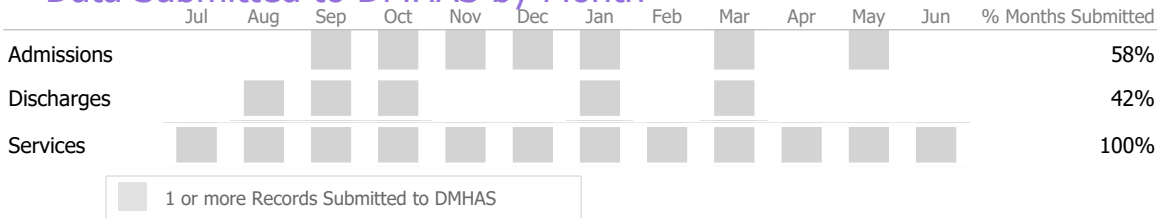
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		39	91%	60%	81%	31% ▲
Stable Living Situation		42	98%	80%	87%	18% ▲
Employed		8	19%	20%	13%	-1%
Improved/Maintained Axis V GAF Score		23	57%	65%	66%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	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	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1,679	1,423	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	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 99 Active Supportive Housing – Scattered Site Programs