

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	47	45	4%
	Admits	9	7	29% ▲
	Discharges	11	7	57% ▲
	Service Hours	514	672	-24% ▼
	Bed Days	9,323	9,365	0%

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

Consumer Satisfaction Survey (Based on 34 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Recovery		94%	80%	79%
✓ Respect		91%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Residential Services	33	70.2%
	Case Management	14	29.8%

Client Demographics

Age	#	%	State Avg
18-25	5	11%	11%
26-34	14	30%	23%
35-44	10	21%	22%
45-54	7	15%	20%
55-64	8	17%	18%
65+	3	6%	6%

Gender	#	%	State Avg
Male	32	68%	60%
Female	15	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	37	79%	69%
Hisp-Puerto Rican	6	13%	11%
Hispanic-Other	4	9%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	26	55%	62%
Black/African American	13	28%	17% ▲
Other	7	15%	13%
Asian	1	2%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	10	30% ▲
Admits	5	2	150% ▲
Discharges	5	2	150% ▲
Bed Days	2,879	2,907	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
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		3	60%	80%	83%	-20% ▼
No Re-admit within 30 Days of Discharge		3	60%	85%	82%	-25% ▼
Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	92%	60%	88%	32% ▲
Stable Living Situation		13	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		11	100%	95%	74%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	871 days	0.2	98%	90%	94%	8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■			■	■		■				■	42%
Discharges	■				■	■		■			■		42%

■ 1 or more Records Submitted to DMHAS

▲ > 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	21	20	5%
Admits	3	2	50% ▲
Discharges	5	2	150% ▲
Bed Days	6,444	6,458	0%

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	100%	64%
SA Screen Complete	100%	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		3	60%	60%	72%	0%
✓ Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%

Recovery

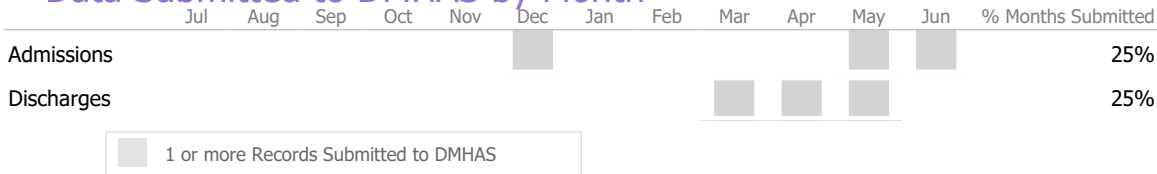
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	86%	35% ▲
✓ Stable Living Situation		21	100%	95%	94%	5%
✓ Improved/Maintained Axis V GAF Score		19	100%	95%	64%	5%
○ Employed		3	14%	25%	9%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,625 days	0.2	98%	90%	97%	8%

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	14	16	-13% ▼
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Service Hours	514	672	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	89%	15% ▲

Service Utilization

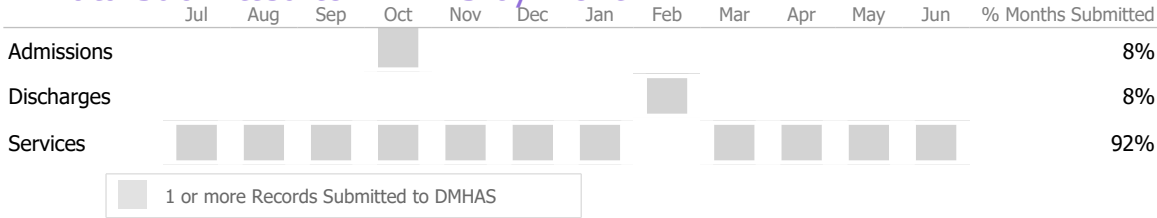
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	97%	10%

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