

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	53	61	-13% ▼
	Admits	13	18	-28% ▼
	Discharges	15	20	-25% ▼
	Service Hours	1,321	1,402	-6%
	Bed Days	8,663	8,555	1%

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

Consumer Satisfaction Survey (Based on 43 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		91%	80%	88%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Overall		86%	80%	91%
✓ Participation in Treatment		81%	80%	92%
✓ General Satisfaction		81%	80%	92%
● Outcome		79%	80%	83%
● Recovery		76%	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			
	Residential Services	53	100.0%

Client Demographics

Age	#	%	State Avg
18-25	2	4%	11%
26-34	5	9% ▼	23%
35-44	10	19%	22%
45-54	14	26%	20%
55-64	20	38% ▲	18%
65+	2	4%	6%

Gender	#	%	State Avg
Male	33	62%	60%
Female	20	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	45	85% ▲	69%
Hisp-Puerto Rican	4	8%	11%
Hispanic-Other	3	6%	8%
Unknown	1	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	35	66%	62%
Black/African American	12	23%	17%
Other	5	9%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	31	-23% ▼
Admits	4	9	-56% ▼
Discharges	2	12	-83% ▼
Service Hours	1,321	1,402	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	98%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	75%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	76%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	88%	60%	83%	28% ▲
Stable Living Situation		24	100%	85%	98%	15% ▲
Improved/Maintained Axis V GAF Score		23	96%	95%	61%	1%
Employed		1	4%	25%	10%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	8	7	14% ▲
Discharges	11	7	57% ▲
Bed Days	4,291	4,210	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	52%
6 Month Updates	83%	86%
MH Screen Complete	100%	64%
SA Screen Complete	75%	59%
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		9	82%	60%	72%	22% ▲
Follow-up within 30 Days of Discharge		9	100%	90%	82%	10%

Recovery

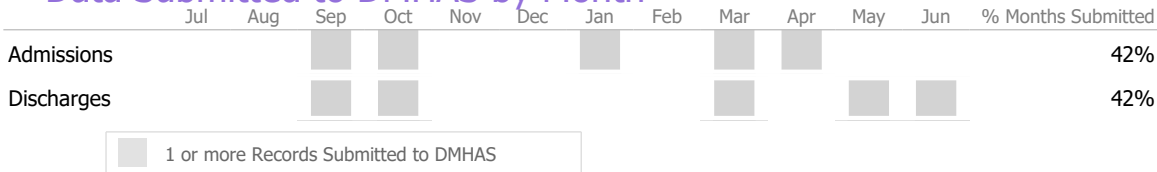
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	86%	60%	86%	26% ▲
Stable Living Situation		21	100%	95%	94%	5%
Employed		1	5%	25%	9%	-20% ▼
Improved/Maintained Axis V GAF Score		12	71%	95%	64%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,182 days	0.3	90%	90%	97%	0%

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 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Bed Days	4,372	4,345	1%

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		2	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		9	69%	60%	86%	9%
✓ Stable Living Situation		13	100%	95%	94%	5%
● Improved/Maintained Axis V GAF Score		11	85%	95%	64%	-10%
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,952 days	0.2	100%	90%	97%	10%

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 80 Active Supervised Apartments Programs