

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	49	50	-2%
	Admits	3	8	-63% ▼
	Discharges	3	3	0%
	Service Hours	416	307	36% ▲
	Bed Days	2,175	2,022	8%

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

Consumer Satisfaction Survey (Based on 40 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Overall		93%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Access		85%	80%	88%
✓ Quality and Appropriateness		85%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ Outcome		80%	80%	83%
● Recovery		65%	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	49	100.0%

Client Demographics

Age	#	%	State Avg
18-25	0	0%	9%
26-34	11	22%	20%
35-44	7	14%	23%
45-54	11	22%	19%
55-64	16	33% ▲	20%
65+	4	8%	9%

Gender	#	%	State Avg
Male	32	65%	58%
Female	17	35%	42%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	40	82% ▲	69%
Hispanic-Other	6	12%	8%
Hisp-Puerto Rican	3	6%	12%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	0%
Unknown	0	0%	11% ▼

Race	#	%	State Avg
White/Caucasian	29	59%	63%
Black/African American	11	22%	17%
Other	7	14%	13%
Multiple Races	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Unknown	0	0%	5%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	2	4	-50% ▼
Discharges	2	2	0%
Service Hours	416	307	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	88%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	84%	60%	83%	24% ▲
✓ Stable Living Situation		25	100%	85%	96%	15% ▲
● Employed		1	4%	25%	13%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 24 Active Residential Support Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	1	3	-67% ▼
Discharges	1	1	0%
Bed Days	1,071	932	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic		
6 Month Updates	100%	93%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	87%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	66%	-60% ▼
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		10	83%	60%	84%	23% ▲
Stable Living Situation		12	100%	95%	96%	5%
Employed		1	8%	25%	11%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,008 days	1.1	90%	90%	94%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,104	1,090	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic		
6 Month Updates	100%	93%
Co-occurring		
MH Screen Complete	N/A	98%
SA Screen Complete	N/A	87%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	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	67%	60%	84%	7%
✓ Stable Living Situation		12	100%	95%	96%	5%
○ Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	2,088 days	1.0	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 80 Active Supervised Apartments Programs