

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	42	45	-7%
	Admits	3	13	-77% ▼
	Discharges	5	12	-58% ▼
	Service Hours	362	349	4%
	Bed Days	6,633	6,680	-1%

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

Consumer Satisfaction Survey

(Based on 31 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Recovery		97%	80%	79%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ Access		90%	80%	88%
✓ Quality and Appropriateness		90%	80%	93%
✓ Outcome		84%	80%	83%

■ 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	28	66.7%
	Case Management	14	33.3%

Client Demographics

Age	#	%	State Avg
18-25	4	10%	10%
26-34	11	26%	22%
35-44	10	24%	23%
45-54	7	17%	19%
55-64	6	14%	19%
65+	4	10%	8%

Gender	#	%	State Avg
Male	28	67%	59%
Female	14	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	33	79%	▲ 68%
Hisp-Puerto Rican	5	12%	11%
Hispanic-Other	4	10%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	21	50%	▼ 62%
Black/African American	12	29%	▲ 17%
Other	8	19%	13%
Asian	1	2%	1%
Am. Indian/Native Alaskan			0%
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	9	13	-31% ▼
Admits	1	5	-80% ▼
Discharges	1	6	-83% ▼
Bed Days	2,191	1,946	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	86%	89%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	72%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	100%	90%	98%	10%
Social Support		6	67%	60%	82%	7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	459 days	0.3	100%	90%	87%	10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					■					11%
Discharges					■					11%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	19	23	-17% ▼
Admits	1	7	-86% ▼
Discharges	3	5	-40% ▼
Bed Days	4,442	4,734	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	78%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	72%	7%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	85%	40% ▲
✓ Stable Living Situation		18	95%	95%	95%	0%
○ Employed		0	0%	25%	12%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,509 days	0.3	90%	90%	92%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	362	349	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	88%	15% ▲

Service Utilization

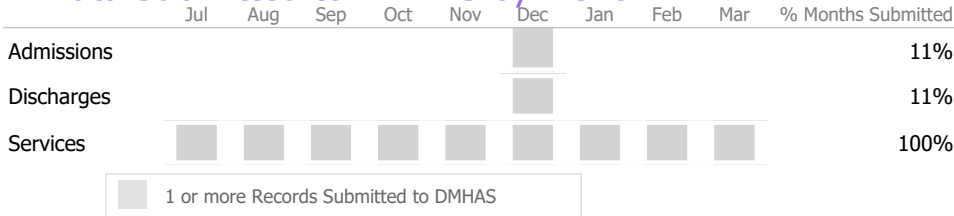
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs