

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	53	2%
	Admits	9	11	-18% ▼
	Discharges	8	7	14% ▲
	Service Hours	1,224	864	42% ▲
	Bed Days	6,307	6,090	4%

▲ > 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	#	%
<b>Mental Health</b>	Residential Services	54	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	10%
26-34	11	20%	22%
35-44	10	19%	23%
45-54	11	20%	19%
55-64	18	33% ▲	19%
65+	4	7%	8%

Gender	#	%	State Avg
Male	36	67%	59%
Female	18	33%	41%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	45	83% ▲	68%
Hispanic-Other	6	11%	8%
Hisp-Puerto Rican	3	6%	11%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Unknown	0	0% ▼	12%

Race	#	%	State Avg
White/Caucasian	31	57%	62%
Black/African American	14	26%	17%
Other	7	13%	13%
Multiple Races	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	0%
Asian	0	0%	1%
Unknown	0	0%	6%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	3	4	-25% ▼
Discharges	3	3	0%
Service Hours	1,224	864	42% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	67%	82%
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	33%	50%	80%	-17% ▼

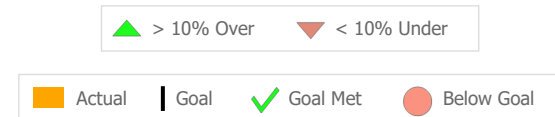
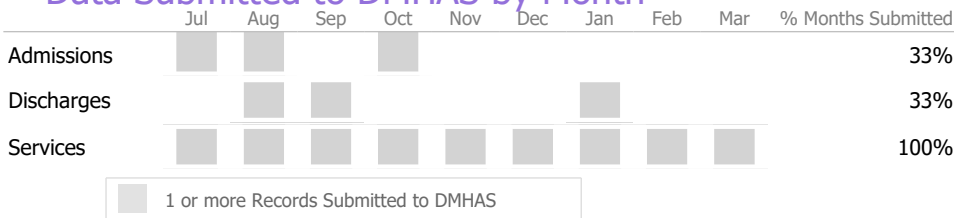
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	85%	60%	85%	25% ▲
Stable Living Situation		26	100%	85%	96%	15% ▲
Employed		1	4%	25%	15%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



\* State Avg based on 25 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	16	15	7%
Admits	5	5	0%
Discharges	4	3	33% ▲
Bed Days	3,012	2,952	2%

### 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		1	25%	60%	72%	-35% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

### Recovery

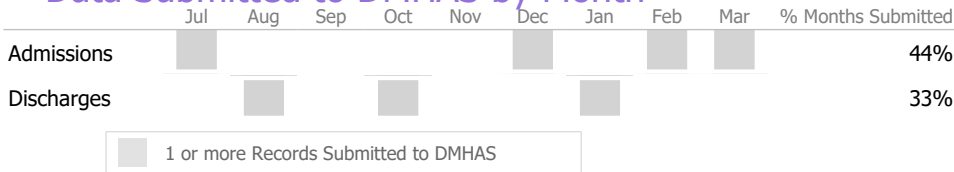
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	85%	28% ▲
Stable Living Situation		16	100%	95%	95%	5%
Employed		1	6%	25%	12%	-19% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,062 days	0.3	85%	90%	92%	-5%

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	1	1	0%
Bed Days	3,295	3,138	5%

### 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		1	100%	60%	72%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	95%	95%	5%
✓ Social Support		8	62%	60%	85%	2%
○ 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		12	2,229 days	0.3	100%	90%	92%	10%

■ < 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%

■ 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

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