

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	75	84	-11% ▼
	Admits	9	12	-25% ▼
	Discharges	10	11	-9%
	Service Hours	1,574	2,003	-21% ▼
	Bed Days	466	368	27% ▲

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

Consumer Satisfaction Survey

(Based on 62 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		92%	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	Case Management	40	53.3%
	Residential Services	22	29.3%
	Inpatient Services	13	17.3%

Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	6	8% ▼	21%
35-44	8	11% ▼	23%
45-54	20	27%	19%
55-64	27	36% ▲	20%
65+	13	17%	8%

Gender	#	%	State Avg
Male	42	56%	58%
Female	33	44%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	65	87% ▲	69%
Hisp-Puerto Rican	6	8%	11%
Hispanic-Other	3	4%	8%
Unknown	1	1% ▼	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	39	52%	62%
Black/African American	33	44% ▲	17%
Other	3	4%	12%
Am. Indian/Native Alaskan			1%
Asian			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	22	26	-15% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	668	869	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	100%	60%	83%	40% ▲
✓ Stable Living Situation		22	100%	85%	95%	15% ▲
● Employed		1	5%	25%	16%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% ▼
Admits	9	12	-25% ▼
Discharges	10	10	0%
Bed Days	466	368	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A NaN
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% 100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		5	50%	90%	50%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	61 days	0.6	63%	90%	194%	-27% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on Active Acute Pyschiatric - Intermediate Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	42	-5%
Admits	-	-	
Discharges	-	-	
Service Hours	907	1,134	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		40	100%	85%	88%	15% ▲

Service Utilization

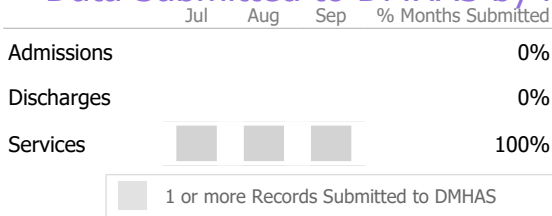
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

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