

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	263	229	15%	▲
	Admits	48	31	55%	▲
	Discharges	40	45	-11%	▼
	Service Hours	1,316	995	32%	▲
	Bed Days	6,294	6,171	2%	

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

Consumer Satisfaction Survey (Based on 152 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		94%	80%	88%
✓ Overall		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		87%	80%	91%
✓ Recovery		80%	80%	79%
● Outcome		78%	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	Employment Services	196	73.1%
	Residential Services	72	26.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	39	15%	13%	Male	134	51%	58%
26-34	52	20%	22%	Female	129	49%	42%
35-44	38	14%	19%				
45-54	78	30%	24%				
55-64	47	18%	17%				
65+	9	3%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	243	92%	▲ 75%	White/Caucasian	197	75%	66%
Hispanic-Other	11	4%	6%	Black/African American	35	13%	16%
Hisp-Puerto Rican	5	2%	12%	Other	15	6%	13%
Unknown	3	1%	5%	Asian	9	3%	1%
Hispanic-Mexican	1	0%	1%	Unknown	4	2%	3%
Hispanic-Cuban			0%	Multiple Races	3	1%	1%
				Am. Indian/Native Alaskan			0%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	736	712	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	86%	28% ▲
✓ Stable Living Situation		8	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		1	12%	95%	66%	-83% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		9	660 days	1.1	89%	90%	91%	-1%

■ < 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	276	277	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	74%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	75%	40% ▲
✓ Stable Living Situation		3	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		1	33%	95%	64%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	1,883 days	1.0	100%	90%	97%	10%



* State Avg based on 24 Active Group Home Programs

Data Submitted to DMHAS by Month

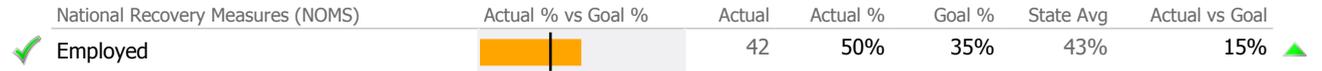
	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

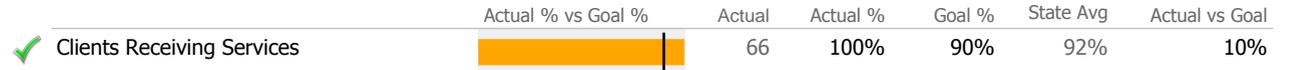
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	76	11% ▲
Admits	18	11	64% ▲
Discharges	19	23	-17% ▼
Service Hours	524	447	17% ▲

Recovery



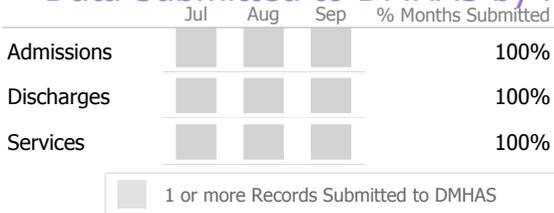
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

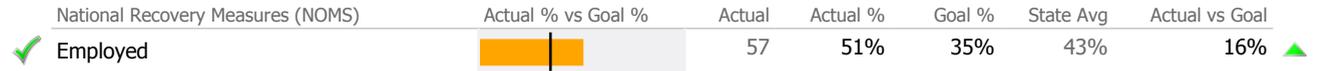
Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Employment Services Programs

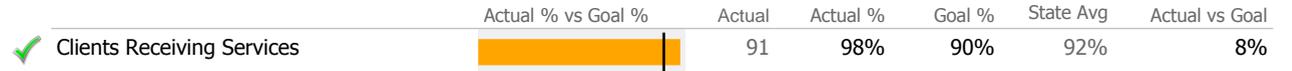
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	84	33% ▲
Admits	27	13	108% ▲
Discharges	19	12	58% ▲
Service Hours	792	548	45% ▲

Recovery



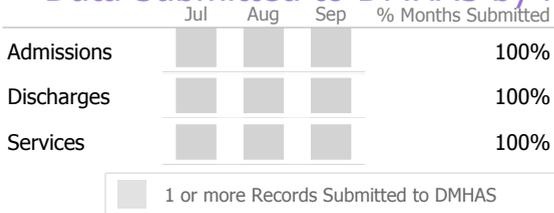
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

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 1 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	-	-	
Bed Days	876	920	-5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	100%	95%	97%	5%
Social Support		6	60%	60%	86%	0%
Employed		2	20%	25%	8%	-5%
Improved/Maintained Axis V GAF Score		5	56%	95%	66%	-39%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		97%
Cooccurring	Actual	State Avg
MH Screen Complete		76%
SA Screen Complete		76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	669 days	1.0	95%	90%	91%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	-	2	-100% ▼
Bed Days	1,424	1,293	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	93%	97%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	76%

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		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	88%	60%	86%	28% ▲
✓ Stable Living Situation		16	100%	95%	97%	5%
● Employed		3	19%	25%	8%	-6%
● Improved/Maintained Axis V GAF Score		12	80%	95%	66%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	848 days	1.0	97%	90%	91%	7%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS



* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	184	55	235% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		97%
Cooccurring	Actual	State Avg
MH Screen Complete		76%
SA Screen Complete		76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		96%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	86%	40% ▲
Stable Living Situation		2	100%	95%	97%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		1	100%	95%	66%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	262 days	1.5	67%	90%	91%	-23% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	773	733	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	83%	97%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	76%

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		1	100%	60%	63%	40% ▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	86%	30% ▲
✓ Stable Living Situation		10	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		4	57%	95%	66%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	608 days	0.9	93%	90%	91%	3%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	552	578	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%
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		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	86%	40% ▲
✓ Stable Living Situation		6	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		1	20%	95%	66%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	999 days	1.0	100%	90%	91%	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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	276	276	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	86%	40% ▲
✓ Employed		1	33%	25%	8%	8%
✓ Stable Living Situation		3	100%	95%	97%	5%
● Improved/Maintained Axis V GAF Score		2	67%	95%	66%	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		97%
Cooccurring	Actual	State Avg
MH Screen Complete		76%
SA Screen Complete		76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	436 days	1.0	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	74%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	90%	98%	10%
Social Support		2	50%	60%	75%	-10%
Improved/Maintained Axis V GAF Score		2	50%	95%	64%	-45%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	1,871 days	0.8	133%	90%	97%	43%



* State Avg based on 24 Active Group Home Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	-	
Discharges	-	-	
Bed Days	276	368	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	67%	98%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	74%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	100%	90%	98%	10%
Social Support		1	33%	60%	75%	-27% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	64%	-95% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	4	3,505 days	1.3	75%	90%	97%	-15% ▼



* State Avg based on 24 Active Group Home Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	553	591	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%

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		1	100%	60%	63%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	86%	40% ▲
✓ Stable Living Situation		7	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		1	14%	95%	66%	-81% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	746 days	0.9	100%	90%	91%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

1 or more Records Submitted to DMHAS



* State Avg based on 72 Active Supervised Apartments Programs