

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	96	134	-28%	▼
	Admits	24	53	-55%	▼
	Discharges	32	64	-50%	▼
	Service Hours	7,217	6,068	19%	▲
	Bed Days	4,711	3,900	21%	▲

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

Consumer Satisfaction Survey (Based on 106 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		99%	80%	88%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		90%	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	85	87.6%
	Residential Services	12	12.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	7%	15%	Male	60	63%	60%
26-34	24	25%	24%	Female	36	38%	40%
35-44	21	22%	19%	Transgender			0%
45-54	29	30%	22%				
55-64	10	10%	15%				
65+	5	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	71	74%	75%	Black/African American	41	43%	▲ 16%
Hispanic-Other	10	10%	7%	White/Caucasian	29	30%	▼ 65%
Hisp-Puerto Rican	9	9%	12%	Other	20	21%	13%
Unknown	3	3%	6%	Asian	3	3%	1%
Hispanic-Mexican	2	2%	1%	Multiple Races	1	1%	1%
Hispanic-Cuban	1	1%	0%	Hawaiian/Other Pacific Islander	1	1%	0%
				Unknown	1	1%	3%
				Am. Indian/Native Alaskan			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	3	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,830	1,376	33% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	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		4	80%	60%	86%	20% ▲
✓ Stable Living Situation		5	100%	95%	96%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		89%
Cooccurring	Actual	State Avg
MH Screen Complete		83%
SA Screen Complete		82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		93%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	999 days	0.2	167%	90%	93%	77% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 74 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	732	730	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	99%
On-Time Periodic		
6 Month Updates	100%	77%
Cooccurring		
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	80%	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		2	100%	60%	80%	40% ▲
Stable Living Situation		2	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	2	2,174 days	0.3	100%	90%	98%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	-	
Discharges	-	-	
Bed Days	1,783	1,460	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	80%	77%
Cooccurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	80%	95%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	80%	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		5	100%	90%	98%	10%
Social Support		3	60%	60%	80%	0%
Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,776 days	0.2	122%	90%	98%	32% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ 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	85	122	-30% ▼
Admits	23	49	-53% ▼
Discharges	32	63	-49% ▼
Service Hours	7,217	6,068	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		36	42%	35%	39%	7%

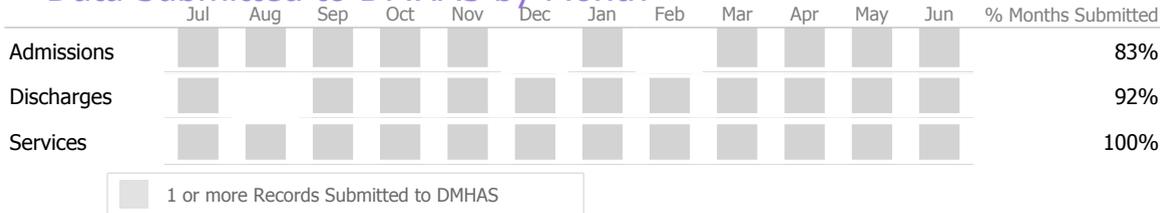
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

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	1	1	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	366	334	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	0%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	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		1	100%	60%	86%	40% ▲
✓ Stable Living Situation		1	100%	95%	96%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	69%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	730 days	0.3	100%	90%	93%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 74 Active Supervised Apartments Programs