

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	153	150	2%
	Admits	11	12	-8%
	Discharges	12	10	20% ▲
	Service Hours	469	784	-40% ▼
	Bed Days	2,290	2,270	1%
	S.Rehab/PHP/IOP	2,471	2,717	-9%

### Consumer Satisfaction Survey (Based on 116 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		90%	80%	88%
✓ Outcome		86%	80%	83%
● Recovery		78%	80%	79%



### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	110	56.4%
	Residential Services	63	32.3%
	Case Management	22	11.3%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	8	5%	13%	Male	87	57%	58%
26-34	17	11%	22%	Female	66	43%	42%
35-44	18	12%	19%				
45-54	40	26%	24%				
55-64	53	35%	17%				
65+	17	11%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	136	89%	75%	White/Caucasian	100	65%	66%
Hispanic-Other	8	5%	6%	Black/African American	41	27%	16%
Hisp-Puerto Rican	5	3%	12%	Other	10	7%	13%
Hispanic-Mexican	2	1%	1%	Asian	1	1%	1%
Unknown	2	1%	5%	Hawaiian/Other Pacific Islander	1	1%	0%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			0%
				Multiple Races			1%
				Unknown			3%



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	-	-	
Discharges	-	-	
Service Hours	181	270	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	85%	82%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	86%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	-	-	
Discharges	4	-	
Service Hours	115	243	-53% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	87%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	50%	72%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	87%	40% ▲
Stable Living Situation		12	100%	85%	92%	15% ▲
Employed		3	25%	25%	13%	0%
Improved/Maintained Axis V GAF Score		10	83%	95%	70%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	95%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 51 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	22	9%
Admits	1	-	
Discharges	-	-	
Service Hours	173	272	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
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	50%	72%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	92%	60%	87%	32% ▲
✓ Stable Living Situation		23	96%	85%	92%	11% ▲
● Employed		3	12%	25%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		18	82%	95%	70%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	95%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

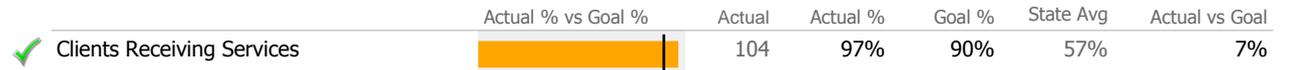
▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 51 Active Residential Support Programs

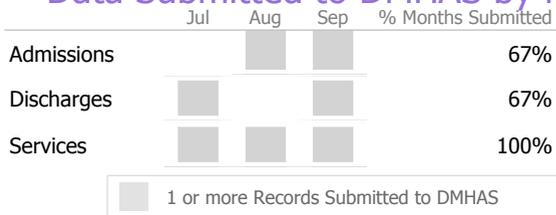
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	109	1%
Admits	7	10	-30% ▼
Discharges	6	8	-25% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	2,471	2,717	-9%

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Bed Days	1,063	1,033	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	73%	93%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	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		10	83%	60%	75%	23% ▲
Stable Living Situation		12	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		8	73%	95%	64%	-22% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	828 days	1.0	96%	90%	97%	6%



### 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 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	499	552	-10%

### 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	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% ▲
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		3	50%	95%	66%	-45% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	2,663 days	0.9	90%	90%	91%	0%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 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	9	8	13% ▲
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	728	685	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	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		0	0%	80%	74%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	73%	15% ▲
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		9	100%	90%	98%	10%
Social Support		6	67%	60%	75%	7%
Improved/Maintained Axis V GAF Score		6	100%	95%	64%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	292 days	0.9	99%	90%	97%	9%



### 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 24 Active Group Home Programs