

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	52	4%
	Admits	5	4	25% ▲
	Discharges	5	4	25% ▲
	Service Hours	1,886	2,322	-19% ▼
	Bed Days	6,597	6,536	1%

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

Consumer Satisfaction Survey

(Based on 49 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Recovery		92%	80%	79%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Outcome		90%	80%	83%
✓ General Satisfaction		88%	80%	92%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Residential Services	54	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 14%	Male	33	61%	60%
26-34	2	4%	▼ 24%	Female	21	39%	40%
35-44	13	24%	20%	Transgender			0%
45-54	17	31%	22%				
55-64	17	31%	▲ 16%				
65+	5	9%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	50	93%	▲ 74%	White/Caucasian	39	72%	65%
Hispanic-Other	2	4%	7%	Black/African American	14	26%	17%
Hisp-Puerto Rican	1	2%	12%	Other	1	2%	▼ 13%
Unknown	1	2%	6%	Am. Indian/Native Alaskan			1%
Hispanic-Cuban			0%	Asian			1%
Hispanic-Mexican			1%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	1,886	2,322	-19% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	96%
Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	89%
✓ SA Screen Complete		100%	89%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	88%	50% ▲

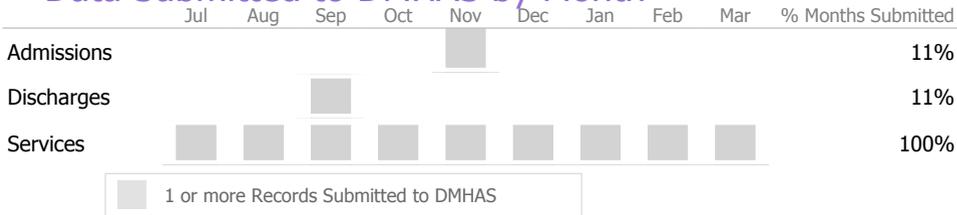
Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	88%	60%	88%	28% ▲	
✓ Stable Living Situation		25	100%	85%	93%	15% ▲	
✓ Improved/Maintained Axis V GAF Score		23	96%	95%	77%	1% ▲	
● Employed		1	4%	25%	13%	-21% ▼	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	97%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	3,309	3,236	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	70%	40% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	79%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	81%	60%	85%	21% ▲
✓ Stable Living Situation		16	100%	95%	96%	5%
● Employed		2	12%	25%	7%	-13% ▼
● Improved/Maintained Axis V GAF Score		12	92%	95%	68%	-3%

Data Submission Quality

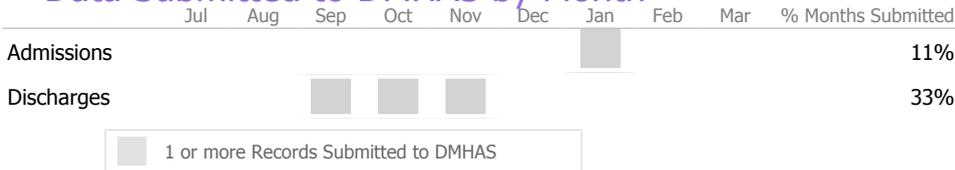
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,687 days	0.3	93%	90%	93%	3%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	1	-	
Discharges	1	-	
Bed Days	3,288	3,300	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
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%	70%	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
Social Support		11	85%	60%	85%	25% ▲
Stable Living Situation		13	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		11	92%	95%	68%	-3%
Employed		0	0%	25%	7%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	2,035 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	% Months Submitted
Admissions										11%
Discharges										11%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs