

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	148	155	-5%
	Admits	10	16	-38% ▼
	Discharges	7	25	-72% ▼
	Service Hours	979	838	17% ▲
	Bed Days	4,558	4,343	5%
	S.Rehab/PHP/IOP	3,473	4,898	-29% ▼

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

Consumer Satisfaction Survey

(Based on 111 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Overall		96%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Recovery		94%	80%	79%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		93%	80%	83%
✓ Access		93%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	104	55.0%
	Community Support	33	17.5%
	Residential Services	27	14.3%
	Case Management	25	13.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	8	5%	12%	Male	82	55%	59%
26-34	10	7%	23% ▼	Female	66	45%	41%
35-44	19	13%	20%	Transgender			0%
45-54	39	26%	22%				
55-64	54	36%	18% ▲				
65+	18	12%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	129	87%	74% ▲	White/Caucasian	94	64%	65%
Hisp-Puerto Rican	9	6%	13%	Black/African American	39	26%	16%
Hispanic-Other	7	5%	7%	Other	12	8%	13%
Unknown	2	1%	6%	Asian	1	1%	1%
Hispanic-Mexican	1	1%	1%	Multiple Races	1	1%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	1	1%	0%
				Am. Indian/Native Alaskan			1%
				Unknown			3%

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

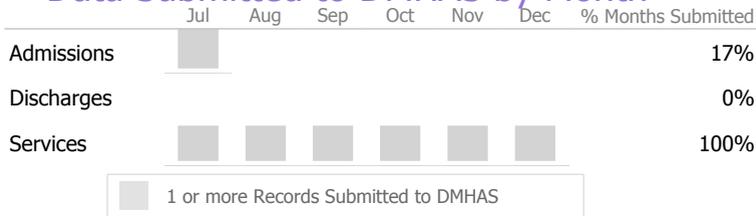
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	117	-11% ▼
Admits	2	10	-80% ▼
Discharges	-	10	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,473	4,898	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		104	100%	90%	72%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	29	-14% ▼
Admits	2	1	100% ▲
Discharges	3	4	-25% ▼
Service Hours	511	394	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	65%	67%	2%

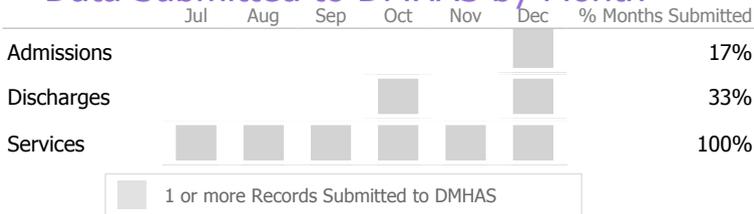
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	88%	60%	81%	28% ▲
Improved/Maintained Axis V GAF Score		21	91%	65%	61%	26% ▲
Stable Living Situation		24	96%	80%	92%	16% ▲
Employed		4	16%	20%	13%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	96%	90%	98%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	13	-38% ▼
Admits	-	3	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	190	168	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	67%	N/A

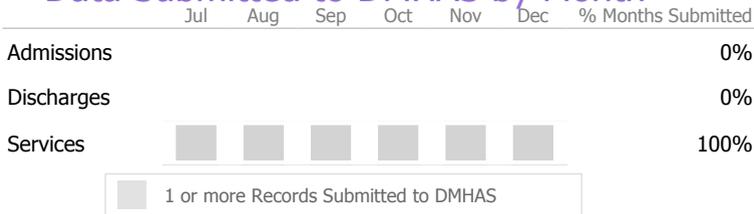
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	81%	40% ▲
✓ Improved/Maintained Axis V GAF Score		8	100%	65%	61%	35% ▲
✓ Stable Living Situation		8	100%	80%	92%	20% ▲
✓ Employed		2	25%	20%	13%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	3	1	200% ▲
Discharges	2	5	-60% ▼
Bed Days	1,985	1,876	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	80%	89%	-80% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	76%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

Recovery

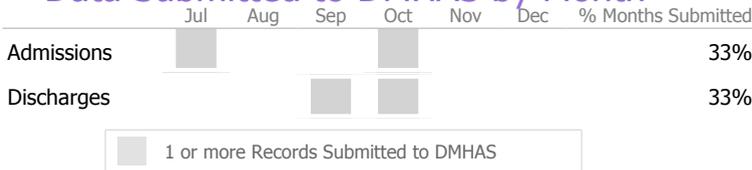
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	85%	60%	82%	25% ▲
✓ Stable Living Situation		13	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		4	40%	95%	66%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	429 days	0.5	90%	90%	96%	0%



Data Submitted to DMHAS by Month



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	85%	40% ▲
✓ Stable Living Situation		6	100%	95%	96%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		4	67%	95%	64%	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Cooccurring	Actual	State Avg
MH Screen Complete		87%
SA Screen Complete		85%

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		6	3,113 days	0.5	100%	90%	94%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 63 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	21	19% ▲
Admits	3	-	
Discharges	1	-	
Service Hours	278	275	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	96%	85%	86%	11% ▲

Service Utilization

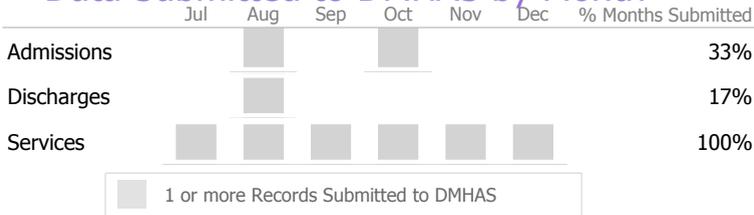
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	1,469	1,363	8%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	29%	76%

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	89%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	88%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	90%	99%	10%
✓ Social Support		5	62%	60%	82%	2%
● Improved/Maintained Axis V GAF Score		4	50%	95%	66%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	779 days	0.5	100%	90%	96%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs