

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	75	70	7%
	Admits		7	-100% ▼
	Discharges	2	2	0%
	Service Hours	1,003	1,272	-21% ▼
	Bed Days	1,472	1,464	1%
	S.Rehab/PHP/IOP	1,955	1,948	0%

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

### Consumer Satisfaction Survey (Based on 62 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		89%	80%	83%
● Recovery		75%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Social Rehabilitation	51	45.9%
	Community Support	34	30.6%
	Residential Services	16	14.4%
	Case Management	10	9.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 11%	Male	52	69%	▲ 58%
26-34	7	9%	▼ 22%	Female	23	31%	41%
35-44	10	13%	19%	Transgender			0%
45-54	15	20%	22%				
55-64	31	41%	▲ 19%				
65+	12	16%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	71	95%	▲ 74%	White/Caucasian	65	87%	▲ 65%
Hispanic-Other	2	3%	7%	Black/African American	5	7%	16%
Unknown	2	3%	6%	Other	2	3%	13%
Hispanic-Cuban			0%	Asian	1	1%	1%
Hispanic-Mexican			1%	Multiple Races	1	1%	1%
Hisp-Puerto Rican			▼ 13%	Unknown	1	1%	3%
				Am. Indian/Native Alaskan			1%
				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	8	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	82%
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		N/A	N/A	80%	90%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

### 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%	85%	2%
Improved/Maintained Axis V GAF Score		5	62%	95%	62%	-33%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				8	2,516 days	1.0	100%	90%	96%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	736	728	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	85%
SA Screen Complete	N/A	83%
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%	77%	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		8	100%	60%	85%	40% ▲
✓ Stable Living Situation		8	100%	95%	98%	5%
● Employed		0	0%	25%	6%	-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		8	763 days	1.0	100%	90%	95%	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 70 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	46	11% ▲
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,955	1,948	0%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		43	84%	90%	65%	-6%

### Data Submitted to DMHAS by Month



\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	33	3%
Admits	-	4	-100% ▼
Discharges	2	1	100% ▲
Service Hours	619	841	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	83%
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		0	0%	65%	65%	-65% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		31	91%	60%	82%	31% ▲
Stable Living Situation		34	100%	80%	93%	20% ▲
Employed		11	32%	20%	12%	12% ▲
Improved/Maintained Axis V GAF Score		23	70%	65%	58%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 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	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	384	431	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	87%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs