

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	149	164	-9%
	Admits	11	27	-59% ▼
	Discharges	10	36	-72% ▼
	Service Hours	1,265	1,268	0%
	Bed Days	6,627	6,355	4%
	S.Rehab/PHP/IOP	4,929	7,024	-30% ▼

▲ > 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	54.7%
	Community Support	33	17.4%
	Residential Services	28	14.7%
	Case Management	25	13.2%

Client Demographics

Age	#	%	State Avg
18-25	8	5%	13%
26-34	10	7%	24% ▼
35-44	19	13%	20%
45-54	40	27%	21%
55-64	54	36%	17% ▲
65+	18	12%	5%

Gender	#	%	State Avg
Male	83	56%	60%
Female	66	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	129	87%	73% ▲
Hisp-Puerto Rican	10	7%	12%
Hispanic-Other	7	5%	7%
Unknown	2	1%	7%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	94	63%	64%
Black/African American	39	26%	16%
Other	13	9%	13%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Unknown			4%

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

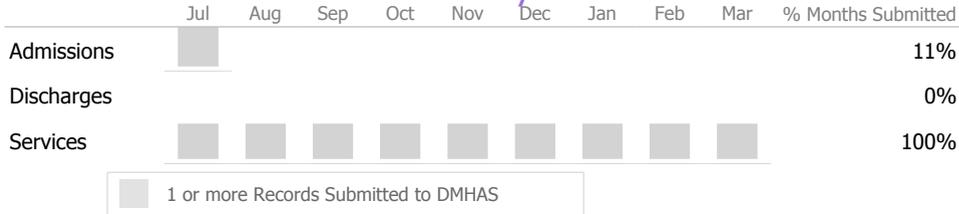
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	124	-16% ▼
Admits	2	17	-88% ▼
Discharges	-	18	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,929	7,024	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		104	100%	90%	75%	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	6	-50% ▼
Service Hours	651	623	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	95%
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%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	65%	68%	2%

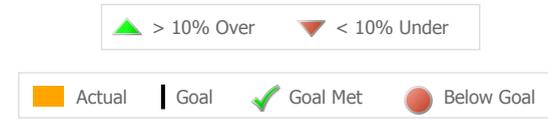
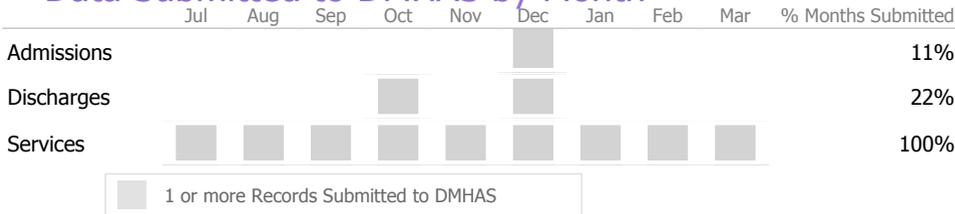
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	88%	60%	82%	28% ▲
Stable Living Situation		25	100%	80%	92%	20% ▲
Improved/Maintained Axis V GAF Score		21	91%	65%	64%	26% ▲
Employed		4	16%	20%	13%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	99%	10%

Data Submitted to DMHAS by Month



* 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	227	246	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	38%	95%
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%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	68%	N/A

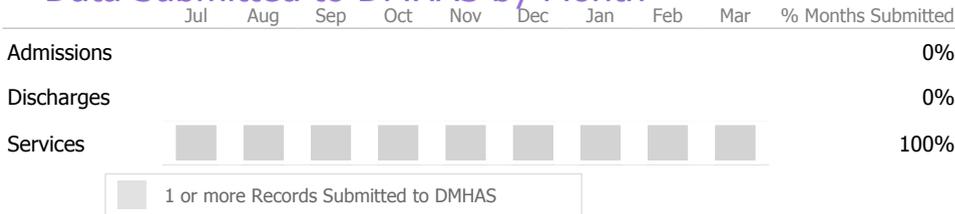
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	82%	40% ▲
✓ Improved/Maintained Axis V GAF Score		8	100%	65%	64%	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%	99%	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	14	15	-7%
Admits	4	3	33% ▲
Discharges	4	5	-20% ▼
Bed Days	2,922	2,680	9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	80%	83%	-80% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	82%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	94%
✓ SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

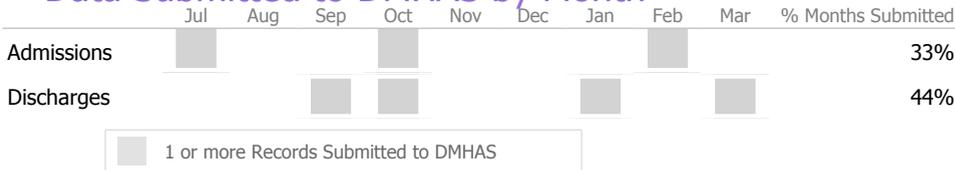
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	79%	60%	84%	19% ▲
✓ Stable Living Situation		14	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		4	36%	95%	67%	-59% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	472 days	0.3	89%	90%	95%	-1%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 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	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	1,644	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	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		6	100%	60%	85%	40%
Stable Living Situation		6	100%	95%	96%	5%
Employed		0	0%	25%	9%	-25%
Improved/Maintained Axis V GAF Score		4	67%	95%	65%	-28%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		77%
Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
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	3,203 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										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	21	19% ▲
Admits	3	-	
Discharges	1	-	
Service Hours	388	398	-3%

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

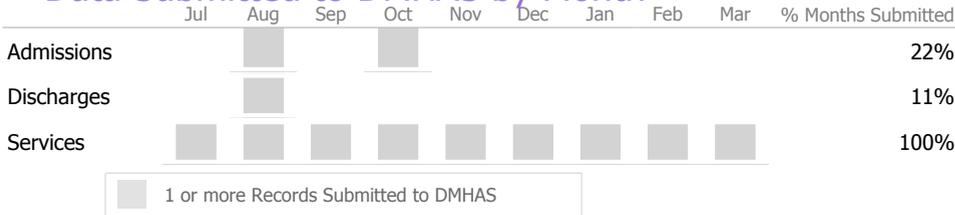
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	11	-27% ▼
Admits	-	3	-100% ▼
Discharges	2	2	0%
Bed Days	2,061	2,031	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	80%	83%	-30% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		82%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

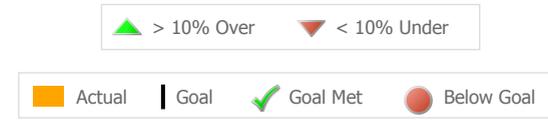
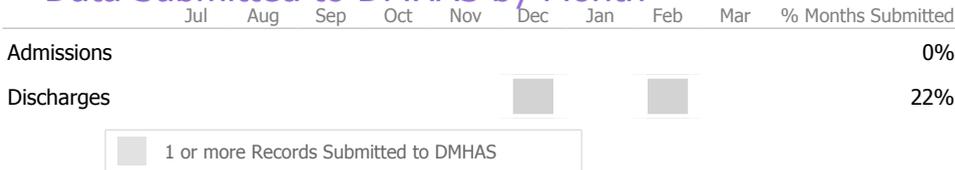
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	90%	99%	10%
✓ Social Support		5	62%	60%	84%	2%
● Improved/Maintained Axis V GAF Score		4	50%	95%	67%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	848 days	0.3	94%	90%	95%	4%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



* State Avg based on 24 Active Group Home Programs