

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	44	82	-46%	▼
	Admits	7	13	-46%	▼
	Discharges	8	46	-83%	▼
	Service Hours	467	1,081	-57%	▼
	Bed Days	7,123	6,854	4%	

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

Consumer Satisfaction Survey

(Based on 34 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		88%	80%	79%

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	30	68.2%
	Case Management	14	31.8%

Client Demographics

Age	#	%	State Avg
18-25	4	9%	13%
26-34	11	25%	24%
35-44	10	23%	20%
45-54	7	16%	21%
55-64	8	18%	17%
65+	4	9%	5%

Gender	#	%	State Avg
Male	31	70%	60%
Female	13	30%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	37	84%	73% ▲
Hispanic-Other	4	9%	7%
Hisp-Puerto Rican	3	7%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			7%

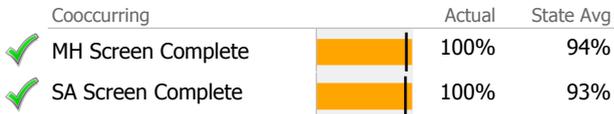
Race	#	%	State Avg
White/Caucasian	26	59%	64%
Black/African American	13	30%	16% ▲
Other	5	11%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	3	4	-25% ▼
Discharges	3	4	-25% ▼
Bed Days	2,169	2,175	0%

Data Submission Quality



Discharge Outcomes

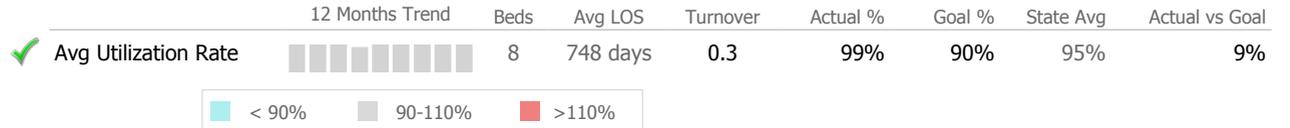
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	80%	83%	-13% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	85%	10%

Recovery

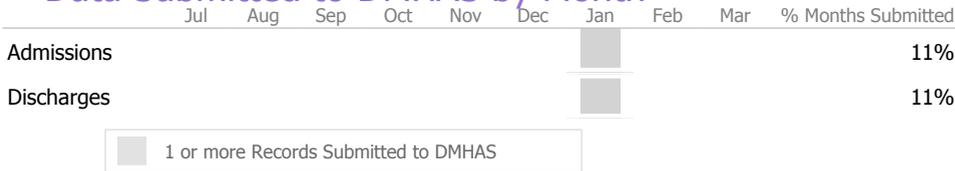
National Recovery Measures (NOMS)

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	100%	60%	84%	40% ▲
Stable Living Situation		11	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		7	88%	95%	67%	-7%

Bed Utilization



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	21	22	-5%
Admits	3	7	-57% ▼
Discharges	3	5	-40% ▼
Bed Days	4,954	4,679	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
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%	60%	69%	7%
● Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90% ▼

Recovery

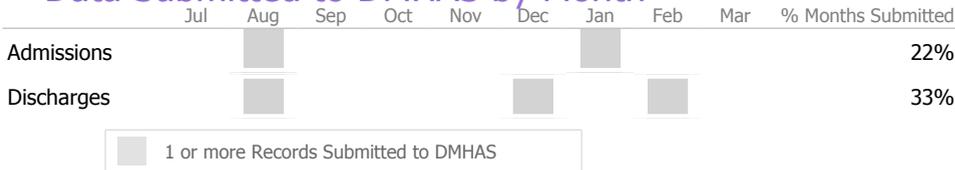
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	85%	35% ▲
✓ Stable Living Situation		21	100%	95%	96%	5%
✓ Improved/Maintained Axis V GAF Score		18	95%	95%	65%	0%
● Employed		2	10%	25%	9%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,105 days	0.3	100%	90%	93%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 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	14	13	8%
Admits	1	2	-50% ▼
Discharges	2	-	
Service Hours	467	474	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	86%	15% ▲

Service Utilization

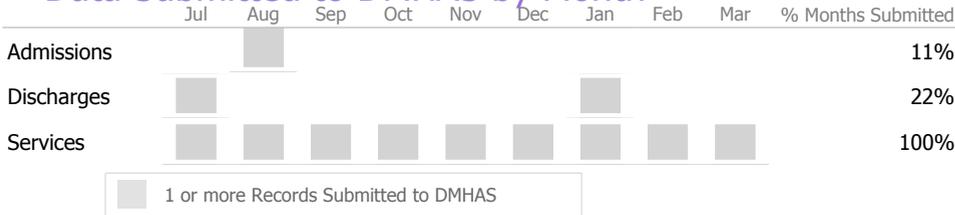
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

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