

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	54	0%
	Admits	9	5	80% ▲
	Discharges	9	5	80% ▲
	Service Hours	1,010	1,886	-46% ▼
	Bed Days	6,712	6,597	2%

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

### Consumer Satisfaction Survey (Based on 41 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ General Satisfaction		81%	80%	92%
● Recovery		59%	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>	Residential Services	54	100.0%

### Client Demographics

Age	#	%	State Avg
18-25			▼ 13%
26-34	4	7%	▼ 24%
35-44	13	24%	20%
45-54	13	24%	21%
55-64	19	35%	▲ 17%
65+	5	9%	5%

Gender	#	%	State Avg
Male	35	65%	60%
Female	19	35%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	50	93%	▲ 73%
Hispanic-Other	2	4%	7%
Hisp-Puerto Rican	1	2%	12%
Unknown	1	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	34	63%	64%
Black/African American	18	33%	▲ 16%
Other	2	4%	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

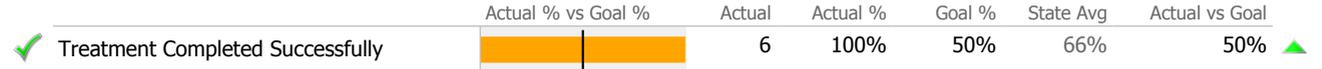
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	25	12%	▲
Admits	5	1	400%	▲
Discharges	6	1	500%	▲
Service Hours	1,010	1,886	-46%	▼

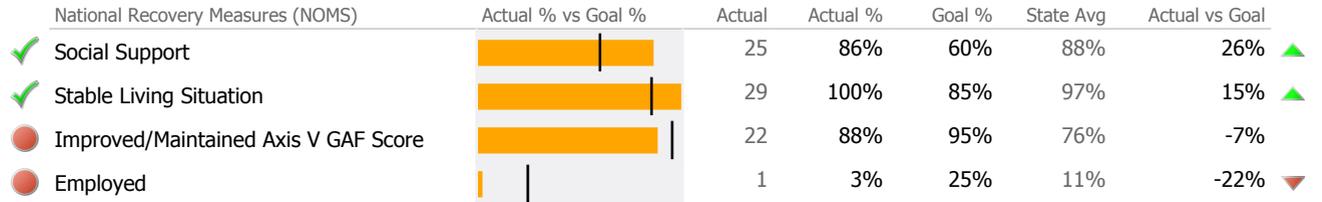
### Data Submission Quality



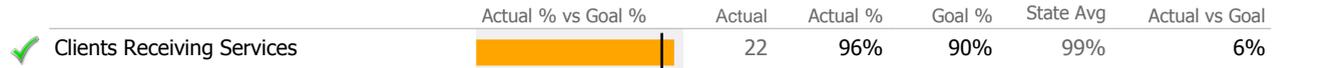
### Discharge Outcomes



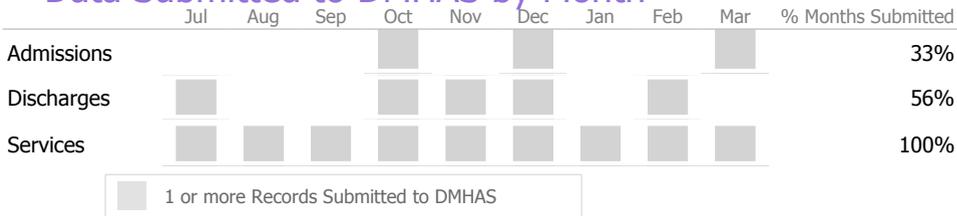
### Recovery



### Service Utilization



### 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	15	16	-6%
Admits	3	3	0%
Discharges	2	3	-33% ▼
Bed Days	3,445	3,309	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	86%
SA Screen Complete	0%	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		1	50%	60%	69%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	81%	10% ▲

### Recovery

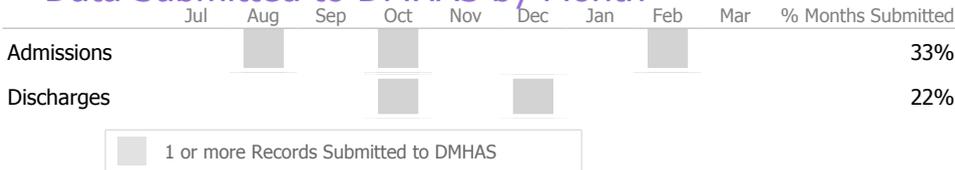
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	80%	60%	85%	20% ▲
Stable Living Situation		15	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		12	92%	95%	65%	-3%
Employed		1	7%	25%	9%	-18% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,787 days	0.3	97%	90%	93%	7%

■ < 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	13	13	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	3,267	3,288	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		1	100%	60%	69%	40% ▲
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		11	85%	60%	85%	25% ▲
Stable Living Situation		13	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		11	92%	95%	65%	-3%
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	1,967 days	0.3	99%	90%	93%	9%

■ < 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%

■ 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