

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	150	143	5%
	Admits	6	5	20% ▲
	Discharges	7	2	250% ▲
	Service Hours	374	568	-34% ▼
	Bed Days	1,990	2,283	-13% ▼
	S.Rehab/PHP/IOP	1,903	1,832	4%

Consumer Satisfaction Survey (Based on 99 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Overall		96%	80%	91%
✓ Recovery		95%	80%	79%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Outcome		91%	80%	83%

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

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	111	58.7%
	Community Support	30	15.9%
	Residential Services	25	13.2%
	Case Management	23	12.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	5%	10%	Male	82	55%	58%
26-34	12	8%	22% ▼	Female	68	45%	41%
35-44	19	13%	20%	Transgender			0%
45-54	39	26%	21%				
55-64	50	33%	19% ▲				
65+	23	15%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	131	87%	71% ▲	White/Caucasian	92	61%	63%
Hisp-Puerto Rican	10	7%	13%	Black/African American	42	28%	16% ▲
Hispanic-Other	7	5%	7%	Other	13	9%	13%
Unknown	2	1%	8%	Asian	1	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	1%	0%
				Am. Indian/Native Alaskan			1%
				Unknown			5%

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

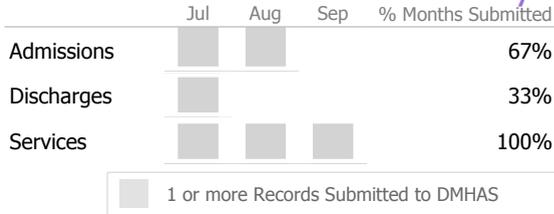
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	106	5%
Admits	2	3	-33% ▼
Discharges	2	-	
Service Hours	1	-	
Social Rehab/PHP/IOP Days	1,903	1,832	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		109	100%	90%	65%	10%

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	24	24	0%
Admits	1	-	
Discharges	-	-	
Service Hours	217	282	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	33%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	96%	60%	82%	36% ▲
✓ Stable Living Situation		24	100%	80%	93%	20% ▲
✓ Employed		5	21%	20%	12%	1%
● Improved/Maintained Axis V GAF Score		0	0%	65%	61%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	99%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	3	-	
Service Hours	40	131	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	0%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	65%	69%	35% ▲

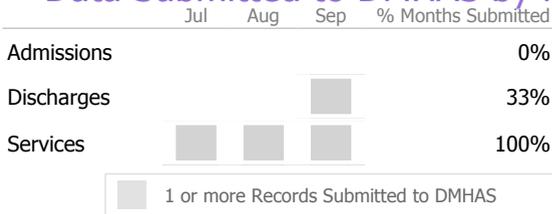
Recovery

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%	61%	35% ▲
✓ Stable Living Situation		8	100%	80%	93%	20% ▲
✓ Employed		2	25%	20%	12%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	1	100% ▲
Discharges	1	1	0%
Bed Days	815	995	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
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%	84%	20% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	88%	-85% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	90%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	73%	60%	79%	13% ▲
✓ Stable Living Situation		11	100%	90%	93%	10%
● Improved/Maintained Axis V GAF Score		1	12%	95%	64%	-83% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	478 days	1.1	74%	90%	93%	-16% ▼



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

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	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	86%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	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%	80%	40% ▲
✓ Stable Living Situation		6	100%	95%	92%	5%
● Employed		1	17%	25%	11%	-8%
● Improved/Maintained Axis V GAF Score		4	67%	95%	59%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,386 days	1.0	100%	90%	95%	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 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	116	154	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	85%	85%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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	8	0%
Admits	1	-	
Discharges	1	-	
Bed Days	623	736	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
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		0	0%	80%	84%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	90%	93%	10%
Social Support		4	50%	60%	79%	-10%
Improved/Maintained Axis V GAF Score		4	67%	95%	64%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	740 days	1.0	85%	90%	93%	-5%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs