

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	50	49	2%
	Admits	3	1	200% ▲
	Discharges	3	1	200% ▲
	Service Hours	376	354	6%
	Bed Days	2,159	2,269	-5%

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

### Consumer Satisfaction Survey (Based on 48 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		81%	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	50	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	10%
26-34	4	8% ▼	22%
35-44	10	20%	20%
45-54	12	24%	21%
55-64	20	40% ▲	19%
65+	4	8%	7%

Gender	#	%	State Avg
Male	32	64%	58%
Female	18	36%	41%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	46	92% ▲	71%
Hispanic-Other	2	4%	7%
Hisp-Puerto Rican	1	2% ▼	13%
Unknown	1	2%	8%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%

Race	#	%	State Avg
White/Caucasian	33	66%	63%
Black/African American	13	26%	16%
Other	3	6%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Multiple Races	0	0%	1%
Unknown	0	0%	5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	2	-	
Discharges	1	1	0%
Service Hours	376	354	6%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	73%	-50%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	88%	60%	83%	28%
Stable Living Situation		24	96%	85%	95%	11%
Improved/Maintained Axis V GAF Score		20	91%	95%	63%	-4%
Employed		1	4%	25%	12%	-21%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	95%	94%

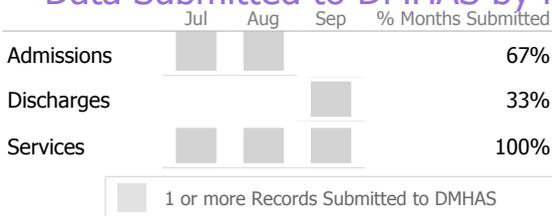
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	94%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	100%	90%	98%	10%

### 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	13	13	0%
Admits	-	1	-100% ▼
Discharges	2	-	
Bed Days	1,091	1,165	-6%

### 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		2	100%	60%	63%	40% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	80%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	92%	60%	80%	32% ▲
✓ Stable Living Situation		13	100%	95%	92%	5%
● Improved/Maintained Axis V GAF Score		11	92%	95%	59%	-3%
● Employed		1	8%	25%	11%	-17% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,860 days	1.0	91%	90%	95%	1%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

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	12	12	0%
Admits	1	-	
Discharges	-	-	
Bed Days	1,068	1,104	-3%

### 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		10	83%	60%	80%	23% ▲
✓ Stable Living Situation		12	100%	95%	92%	5%
● Improved/Maintained Axis V GAF Score		10	91%	95%	59%	-4%
● Employed		0	0%	25%	11%	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		87%
SA Screen Complete		86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		96%
✓ Valid Axis V GAF Score		93%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,733 days	1.0	97%	90%	95%	7%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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