

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	11	10	10%
	Admits	2	1	100% ▲
	Discharges	3	2	50% ▲
	Service Hours	-	-	-
	Bed Days	1,588	1,645	-3%

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

Consumer Satisfaction Survey

(Based on 9 FY18 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%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Participation in Treatment		86%	80%	92%
● Outcome		78%	80%	83%
● Recovery		67%	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	11	100.0%

Client Demographics

Age	#	%	State Avg
18-25	2	18%	11%
26-34	1	9%	23%
35-44			21%
45-54	5	45%	21%
55-64	2	18%	18%
65+	1	9%	6%

Gender	#	%	State Avg
Male	9	82%	59%
Female	2	18%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	10	91%	71%
Hisp-Puerto Rican	1	9%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	7	64%	63%
Black/African American	2	18%	16%
Am. Indian/Native Alaskan	1	9%	1%
Other	1	9%	13%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

Program Activity

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Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	66%	7%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	74%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	73%	60%	83%	13% ▲
✓ Stable Living Situation		11	100%	95%	95%	5%
✓ Improved/Maintained Axis V GAF Score		9	100%	95%	63%	5%
● Employed		0	0%	25%	12%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	865 days	0.5	96%	90%	95%	6%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							50%

■ 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