

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	13	12	8%
	Admits	4	3	33% ▲
	Discharges	5	3	67% ▲
	Service Hours	-	-	-
	Bed Days	2,291	2,447	-6%

▲ > 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	#	%
<b>Mental Health</b>	Residential Services	13	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	2	15%	12%
26-34	1	8%	24%
35-44	1	8%	21%
45-54	5	38%	20%
55-64	3	23%	17%
65+	1	8%	6%

Gender	#	%	State Avg
Male	11	85%	60% ▲
Female	2	15%	40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	12	92%	71% ▲
Hisp-Puerto Rican	1	8%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	7	54%	63%
Black/African American	4	31%	16% ▲
Am. Indian/Native Alaskan	1	8%	1%
Other	1	8%	14%
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		3	60%	60%	68%	0%
✓ Follow-up within 30 Days of Discharge		3	100%	90%	65%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	95%	96%	5%
✓ Social Support		8	62%	60%	82%	2%
✓ Improved/Maintained Axis V GAF Score		11	100%	95%	65%	5%
○ Employed		0	0%	25%	13%	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		87%
✓ SA Screen Complete		86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	906 days	0.3	93%	90%	94%	3%

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
Discharges										56%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    
 ✓ Goal Met    
 ○ Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs