

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	83	76	9%
	Admits	18	1	1700%
	Discharges	18	5	260% ▲
	Service Hours	2,947	2,896	2%
	Bed Days	4,279	4,384	-2%
	S.Rehab/PHP/IOP	5,403	5,575	-3%

### Consumer Satisfaction Survey

(Based on 55 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		96%	80%	91%
✓ Respect		94%	80%	91%
✓ Outcome		93%	80%	83%
✓ Recovery		84%	80%	79%

▲ > 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	#	%
<b>Mental Health</b>			
	Social Rehabilitation	57	46.7%
	Community Support	38	31.1%
	Residential Services	17	13.9%
	Case Management	10	8.2%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 12%	Male	58	70%	60%
26-34	10	12%	▼ 24%	Female	25	30%	40%
35-44	10	12%	21%	Transgender			0%
45-54	16	19%	20%				
55-64	29	35%	▲ 17%				
65+	18	22%	▲ 6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	74	89%	▲ 71%	White/Caucasian	71	86%	▲ 63%
Unknown	7	8%	9%	Black/African American	6	7%	16%
Hispanic-Other	2	2%	7%	Other	2	2%	▼ 14%
Hispanic-Cuban			0%	Unknown	2	2%	5%
Hispanic-Mexican			1%	Asian	1	1%	1%
Hisp-Puerto Rican			▼ 13%	Multiple Races	1	1%	1%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	3	-	
Discharges	2	-	
Bed Days	2,136	2,192	-3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	84%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	91%	15% ▲
○ Follow-up within 30 Days of Discharge		1	50%	90%	85%	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic		
6 Month Updates		88%
Cooccurring		
MH Screen Complete		82%
SA Screen Complete		93%
Diagnosis		
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	90%	99%	10%
✓ Social Support		6	60%	60%	81%	0%
○ Improved/Maintained Axis V GAF Score		4	44%	95%	69%	-51% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,710 days	0.3	97%	90%	95%	7%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										22%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ○ Below Goal

\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	2	-	
Discharges	1	-	
Bed Days	2,143	2,192	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	29%	84%
Cooccurring		
MH Screen Complete	0%	87%
SA Screen Complete	0%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	68%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

### Recovery

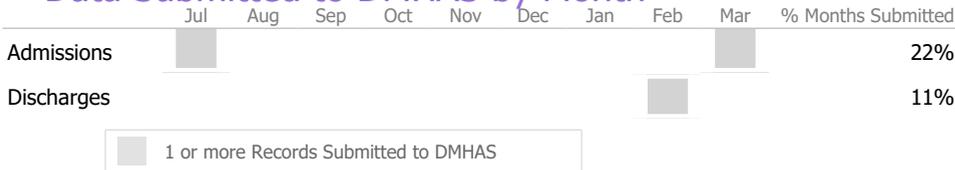
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	89%	60%	82%	29% ▲
Stable Living Situation		8	89%	95%	96%	-6%
Employed		1	11%	25%	13%	-14% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,240 days	0.3	98%	90%	94%	8%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

### Program Activity

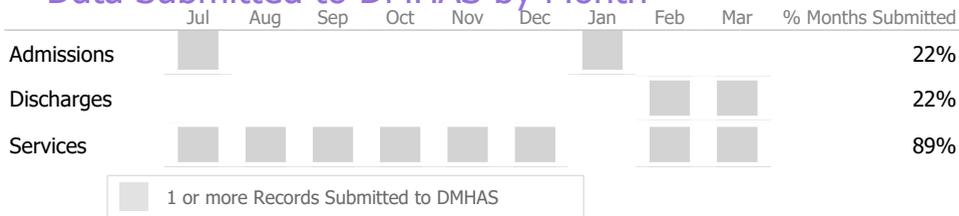
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	52	10%
Admits	5	1	400% ▲
Discharges	12	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,403	5,575	-3%

### Service Utilization

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	44	98%	90%	73%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	34	12% ▲
Admits	8	-	
Discharges	3	5	-40% ▼
Service Hours	1,853	1,698	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	82%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	90%

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		3	100%	65%	69%	35% ▲

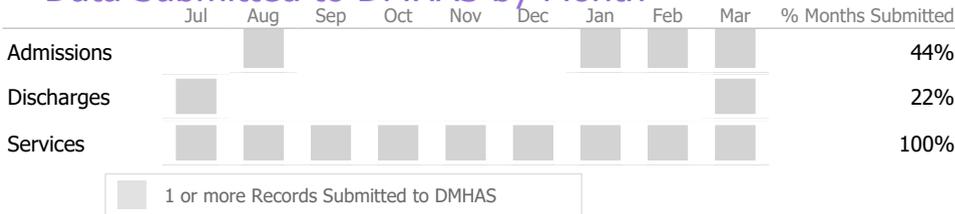
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	92%	60%	82%	32% ▲
Stable Living Situation		38	97%	80%	92%	17% ▲
Employed		8	21%	20%	13%	1%
Improved/Maintained Axis V GAF Score		21	66%	65%	65%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 37 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1,094	1,198	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

### Service Utilization

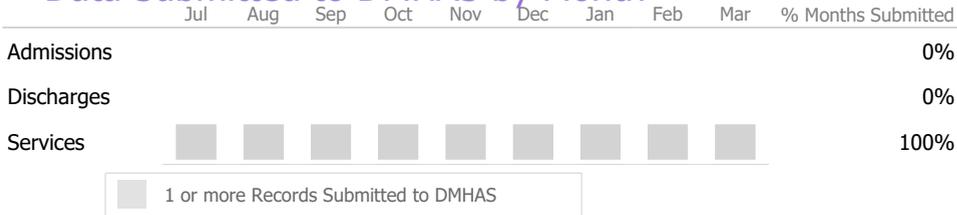
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 96 Active Supportive Housing – Scattered Site Programs