

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	164	153	7%
	Admits	30	20	50% ▲
	Discharges	29	16	81% ▲
	Service Hours	1,951	1,606	21% ▲
	Bed Days	8,831	8,676	2%
	S.Rehab/PHP/IOP	8,057	6,548	23% ▲

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

### 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%

■ 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	119	57.2%
	Community Support	33	15.9%
	Residential Services	29	13.9%
	Case Management	27	13.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	4%	12%	Male	87	53%	60%
26-34	14	9%	24%	Female	77	47%	40%
35-44	23	14%	21%	Transgender			0%
45-54	42	26%	20%				
55-64	53	32%	17%				
65+	25	15%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	140	85%	70%	White/Caucasian	100	61%	63%
Hisp-Puerto Rican	12	7%	12%	Black/African American	47	29%	17%
Hispanic-Other	8	5%	7%	Other	13	8%	13%
Unknown	4	2%	10%	Hawaiian/Other Pacific Islander	2	1%	0%
Hispanic-Cuban			0%	Asian	1	1%	1%
Hispanic-Mexican			1%	Multiple Races	1	1%	1%
				Am. Indian/Native Alaskan			1%
				Unknown			5%

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

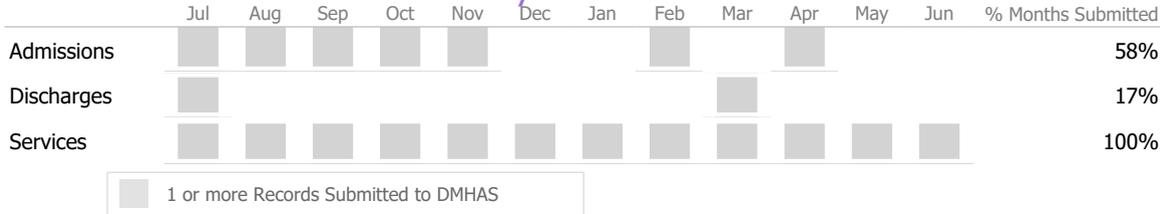
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	110	8%
Admits	9	7	29% ▲
Discharges	11	-	
Service Hours	1	-	
Social Rehab/PHP/IOP Days	8,057	6,548	23% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		108	100%	90%	76%	10%

### 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	31	27	15%	▲
Admits	9	3	200%	▲
Discharges	1	5	-80%	▼
Service Hours	1,398	813	72%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic 6 Month Updates	0%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	54%	51%
SA Screen Complete	62%	51%
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		0	0%	65%	68%	-65% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	94%	60%	83%	34% ▲
Stable Living Situation		31	100%	80%	91%	20% ▲
Employed		7	23%	20%	13%	3% ▲
Improved/Maintained Axis V GAF Score		1	4%	65%	65%	-61% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	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	8	8	0%
Admits	-	-	
Discharges	8	-	
Service Hours	61	273	-78% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic 6 Month Updates	N/A	86%
Cooccurring MH Screen Complete	N/A	51%
SA Screen Complete	N/A	51%
Diagnosis 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		8	100%	65%	68%	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	83%	40% ▲
✓ Improved/Maintained Axis V GAF Score		8	100%	65%	65%	35% ▲
✓ Stable Living Situation		8	100%	80%	91%	20% ▲
✓ Employed		2	25%	20%	13%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	99%	N/A ▼

### 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	14	15	-7%
Admits	5	5	0%
Discharges	2	6	-67% ▼
Bed Days	3,866	3,833	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	82%	20% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	88%	-35% ▼
● Follow-up within 30 Days of Discharge		1	50%	90%	83%	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		88%
✓ SA Screen Complete		95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

### Recovery

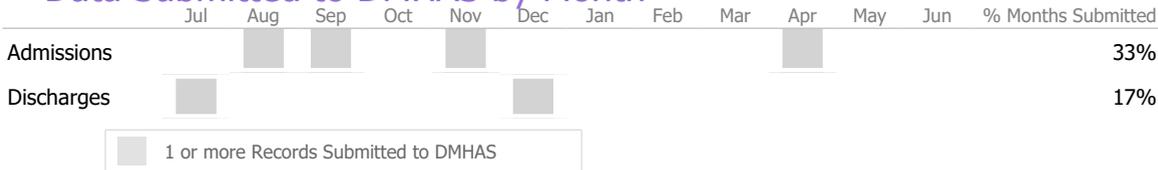
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	90%	99%	10%
✓ Social Support		9	64%	60%	83%	4%
● Improved/Maintained Axis V GAF Score		2	15%	95%	68%	-80% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	632 days	0.3	88%	90%	95%	-2%

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



▲ > 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	6	6	0%
Admits	-	-	
Discharges	1	-	
Bed Days	2,161	2,190	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	32%
SA Screen Complete	N/A	31%
Diagnosis	Actual	State Avg
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%	67%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	83%	40% ▲
Stable Living Situation		6	100%	95%	96%	5%
Employed		1	17%	25%	13%	-8%
Improved/Maintained Axis V GAF Score		4	67%	95%	65%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	3,654 days	0.3	99%	90%	93%	9%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	4	3	33% ▲
Discharges	4	2	100% ▲
Service Hours	492	520	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	93%	85%	85%	8%

### Service Utilization

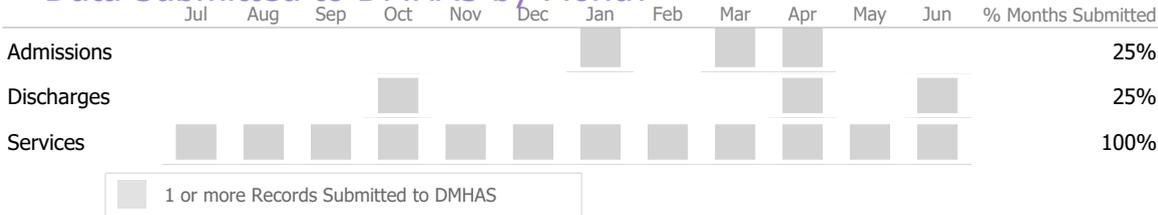
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	3	2	50% ▲
Discharges	2	3	-33% ▼
Bed Days	2,804	2,653	6%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	80%	82%	-80% ▼
● No Re-admit within 30 Days of Discharge		1	50%	85%	88%	-35% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	86%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Recovery

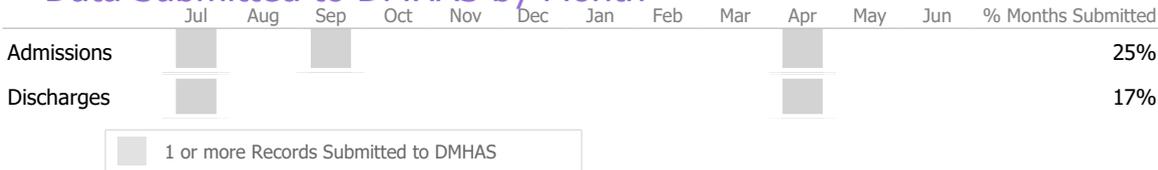
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	90%	99%	10%
● Social Support		4	40%	60%	83%	-20% ▼
● Improved/Maintained Axis V GAF Score		4	44%	95%	68%	-51% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	914 days	0.2	96%	90%	95%	6%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 24 Active Group Home Programs