

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	45	47	-4%
	Admits	7	10	-30% ▼
	Discharges	7	10	-30% ▼
	Service Hours	672	614	9%
	Bed Days	9,365	9,465	-1%

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

### Consumer Satisfaction Survey

(Based on 33 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Access		97%	80%	88%
✓ Outcome		97%	80%	83%
✓ Overall		94%	80%	91%
✓ Recovery		91%	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	29	64.4%
	Case Management	16	35.6%

### Client Demographics

Age	#	%	State Avg
18-25	4	9%	12%
26-34	14	31%	24%
35-44	7	16%	21%
45-54	9	20%	20%
55-64	8	18%	17%
65+	3	7%	6%

Gender	#	%	State Avg
Male	31	69%	60%
Female	14	31%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	34	76%	70%
Hisp-Puerto Rican	7	16%	12%
Hispanic-Other	4	9%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	26	58%	63%
Black/African American	11	24%	17%
Other	8	18%	13%
Am. Indian/Native Alaskan			1%
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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	2	4	-50% ▼
Discharges	2	4	-50% ▼
Bed Days	2,907	2,873	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		2	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

### Data Submission Quality

	Actual	State Avg
✓ Data Entry	99%	99%
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	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

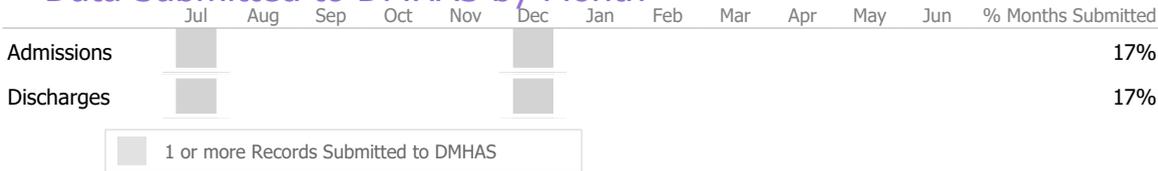
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Social Support		10	100%	60%	83%	40% ▲
✓ Stable Living Situation		10	100%	90%	99%	10%
✓ Improved/Maintained Axis V GAF Score		10	100%	95%	68%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	755 days	0.2	100%	90%	95%	10%

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	20	21	-5%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Bed Days	6,458	6,592	-2%

### 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		20	100%	60%	83%	40% ▲
Improved/Maintained Axis V GAF Score		20	100%	95%	65%	5%
Stable Living Situation		20	100%	95%	96%	5%
Employed		4	20%	25%	13%	-5%

### Data Submission Quality

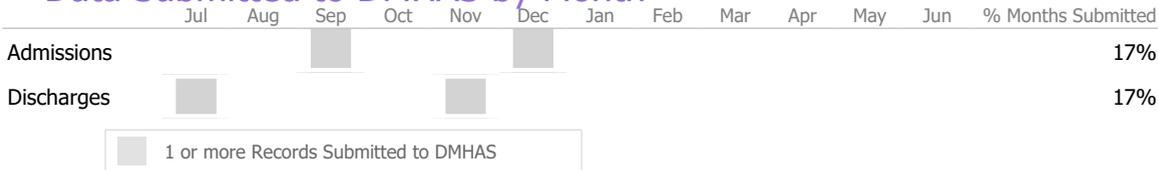
Data Entry	Actual	State Avg
Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	32%
SA Screen Complete	100%	31%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,378 days	0.2	98%	90%	93%	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 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	3	3	0%
Discharges	3	3	0%
Service Hours	672	614	9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	85%	9%

### Service Utilization

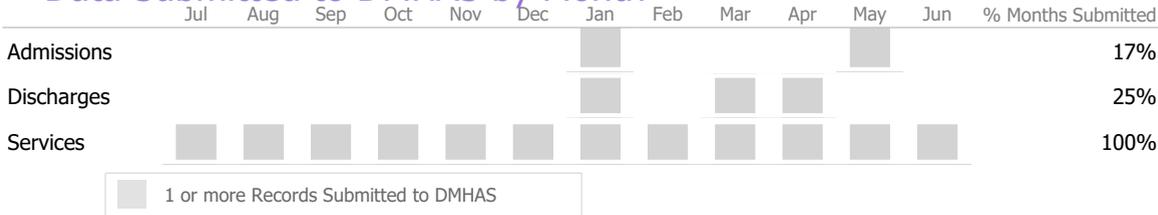
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

### 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