

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	61	56	9%
	Admits	18	11	64% ▲
	Discharges	20	12	67% ▲
	Service Hours	1,402	1,365	3%
	Bed Days	8,555	8,880	-4%

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

Consumer Satisfaction Survey (Based on 48 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		81%	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	61	100.0%

Client Demographics

Age	#	%	State Avg
18-25	2	3%	12%
26-34	6	10% ▼	24%
35-44	11	18%	21%
45-54	15	25%	20%
55-64	23	38% ▲	17%
65+	4	7%	6%

Gender	#	%	State Avg
Male	37	61%	60%
Female	24	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	54	89% ▲	70%
Hispanic-Other	3	5%	7%
Hisp-Puerto Rican	3	5%	12%
Unknown	1	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	40	66%	63%
Black/African American	16	26%	17%
Other	3	5%	13%
Hawaiian/Other Pacific Islander	1	2%	0%
Unknown	1	2%	5%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	29	7%
Admits	9	6	50% ▲
Discharges	12	7	71% ▲
Service Hours	1,402	1,365	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	89%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	67%	50%	70%	17% ▲

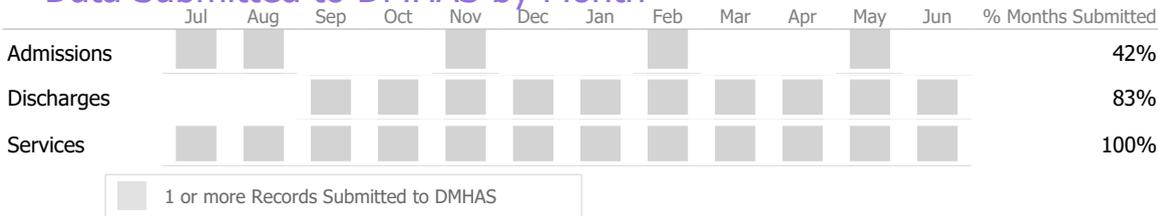
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	88%	60%	84%	28% ▲
✓ Stable Living Situation		31	97%	85%	97%	12% ▲
● Improved/Maintained Axis V GAF Score		25	89%	95%	68%	-6%
● Employed		1	3%	25%	13%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	16	25% ▲
Admits	7	4	75% ▲
Discharges	7	3	133% ▲
Bed Days	4,210	4,561	-8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	57%	60%	67%	-3%
● Follow-up within 30 Days of Discharge		2	50%	90%	69%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	90%	60%	83%	30% ▲
✓ Stable Living Situation		20	100%	95%	96%	5%
● Employed		3	15%	25%	13%	-10% ▼
● Improved/Maintained Axis V GAF Score		14	88%	95%	65%	-7%

Data Submission Quality

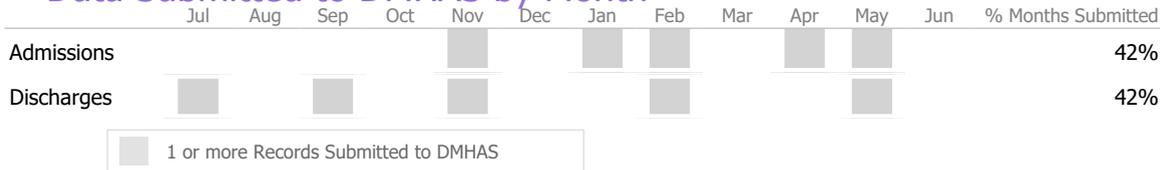
Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% 77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 32%
✓ SA Screen Complete		71% 31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 97%
✓ Valid Axis V GAF Score		100% 94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		13	1,693 days	0.3	89%	90%	93%	-1%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

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	13	13	0%
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Bed Days	4,345	4,319	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	100%	32%
SA Screen Complete	0%	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		1	100%	60%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	69%	10%

Recovery

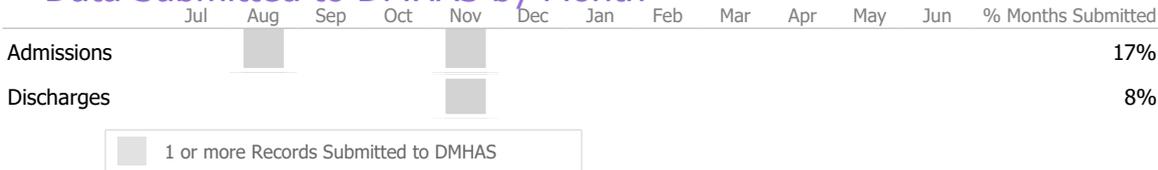
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	83%	17% ▲
✓ Stable Living Situation		13	100%	95%	96%	5%
○ Improved/Maintained Axis V GAF Score		12	92%	95%	65%	-3%
○ Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,789 days	0.2	99%	90%	93%	9%

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 80 Active Supervised Apartments Programs