

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	159	149	7%
	Admits	23	13	77% ▲
	Discharges	23	12	92% ▲
	Service Hours	1,385	1,265	9%
	Bed Days	6,522	6,627	-2%
	S.Rehab/PHP/IOP	6,011	4,929	22% ▲

▲ > 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	#	%
Mental Health			
	Social Rehabilitation	118	58.4%
	Community Support	30	14.9%
	Residential Services	28	13.9%
	Case Management	26	12.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	4%	12%	Male	86	54%	60%
26-34	13	8% ▼	24%	Female	73	46%	40%
35-44	22	14%	21%	Transgender			0%
45-54	41	26%	20%				
55-64	51	32% ▲	17%				
65+	25	16%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	136	86% ▲	71%	White/Caucasian	98	62%	63%
Hisp-Puerto Rican	11	7%	13%	Black/African American	46	29% ▲	16%
Hispanic-Other	8	5%	7%	Other	12	8%	14%
Unknown	4	3%	9%	Asian	1	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	1%	0%
				Am. Indian/Native Alaskan			1%
				Unknown			5%

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

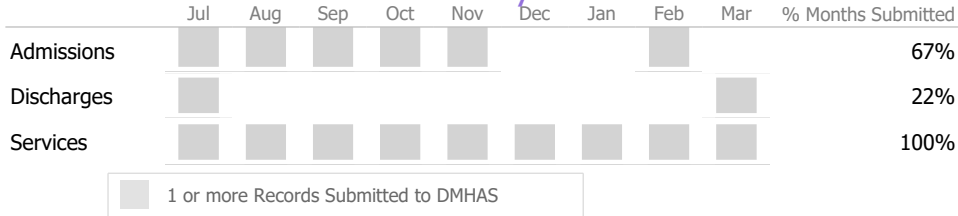
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	107	10% ▲
Admits	8	4	100% ▲
Discharges	11	-	
Service Hours	1	-	
Social Rehab/PHP/IOP Days	6,011	4,929	22% ▲

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		116	100%	90%	73%	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	28	26	8%
Admits	6	2	200% ▲
Discharges	-	4	-100% ▼
Service Hours	971	651	49% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	0%	82%
Cooccurring MH Screen Complete	50%	90%
SA Screen Complete	50%	90%
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		N/A	N/A	65%	69%	N/A

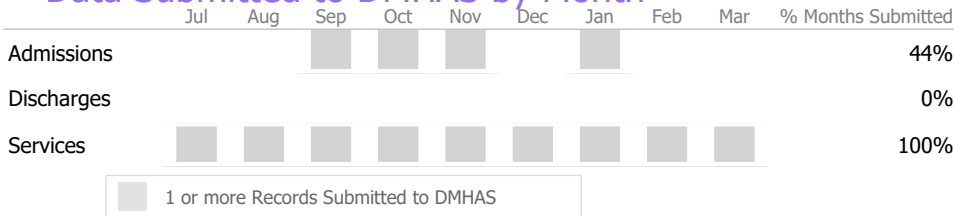
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	96%	60%	82%	36% ▲
✓ Stable Living Situation		28	100%	80%	92%	20% ▲
✓ Employed		6	21%	20%	13%	1%
● Improved/Maintained Axis V GAF Score		0	0%	65%	65%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	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	227	-73% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	82%
Cooccurring MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
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%	69%	35% ▲

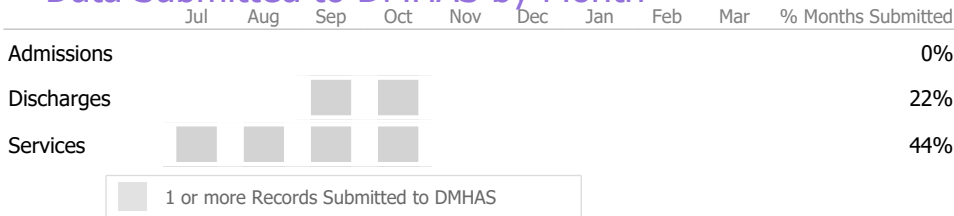
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	82%	40% ▲
✓ Improved/Maintained Axis V GAF Score		8	100%	65%	65%	35% ▲
✓ Stable Living Situation		8	100%	80%	92%	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	13	14	-7%
Admits	4	4	0%
Discharges	2	4	-50% ▼
Bed Days	2,795	2,922	-4%

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		1	50%	85%	91%	-35% ▼
● 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	Actual	State Avg
6 Month Updates		88%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		82%
✓ SA Screen Complete		93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

Recovery

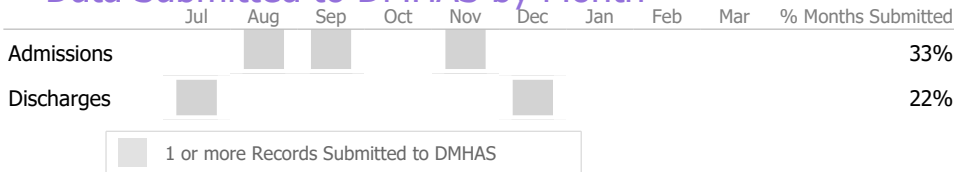
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	90%	99%	10%
✓ Social Support		8	62%	60%	81%	2%
● Improved/Maintained Axis V GAF Score		2	18%	95%	69%	-77% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	571 days	0.4	85%	90%	95%	-5%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	-	-	
Bed Days	1,644	1,644	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
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		6	100%	60%	82%	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% ▼

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		6	3,578 days	0.3	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	3	3	0%
Discharges	1	2	-50% ▼
Service Hours	352	388	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	92%	85%	86%	7%

Service Utilization

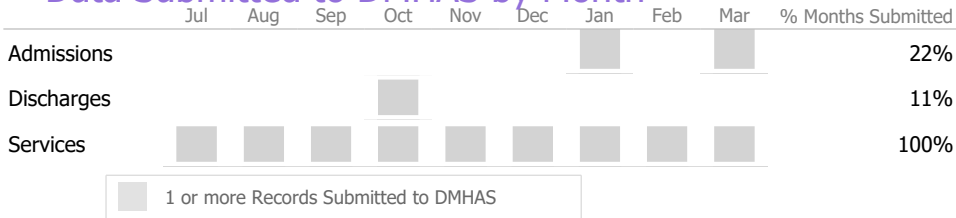
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	97%	6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	2	-	
Discharges	1	2	-50% ▼
Bed Days	2,083	2,061	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	80%	84%	-80% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	88%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	82%
✓ SA Screen Complete	100%	93%
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		9	100%	90%	99%	10%
● Social Support		4	44%	60%	81%	-16% ▼
● 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	868 days	0.3	95%	90%	95%	5%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										11%

■ 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