

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	145	150	-3%
	Admits	1	8	-88% ▼
	Discharges	2	7	-71% ▼
	Service Hours	420	374	12% ▲
	Bed Days	2,266	1,994	14% ▲
	S.Rehab/PHP/IOP	1,849	1,946	-5%

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

### Consumer Satisfaction Survey (Based on 78 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	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>			
	Social Rehabilitation	108	57.8%
	Community Support	30	16.0%
	Residential Services	25	13.4%
	Case Management	24	12.8%

### Client Demographics

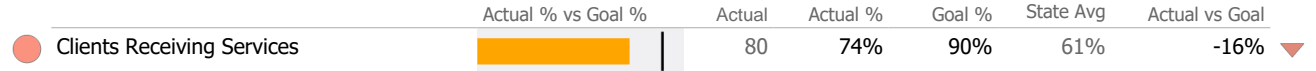
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	1%	9%	Male	75	52%	59%
26-34	10	7% ▼	22%	Female	70	48%	41%
35-44	20	14%	21%	Transgender			0%
45-54	36	25%	20%				
55-64	53	37% ▲	20%				
65+	24	17%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	123	85% ▲	71%	White/Caucasian	88	61%	64%
Hisp-Puerto Rican	11	8%	12%	Black/African American	42	29% ▲	16%
Hispanic-Other	7	5%	7%	Other	11	8%	13%
Unknown	4	3%	9%	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

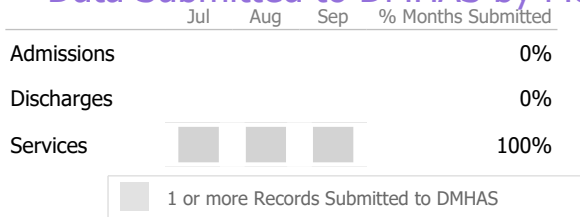
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	113	-4%
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼
Social Rehab/PHP/IOP Days	1,849	1,946	-5%

### Service Utilization



### 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	30	23	30% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	317	217	46% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	73%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	N/A	25%
SA Screen Complete	N/A	25%
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%	57%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	93%	60%	82%	33% ▲
✓ Stable Living Situation		30	100%	80%	88%	20% ▲
✓ Employed		10	33%	20%	13%	13% ▲
● Improved/Maintained Axis V GAF Score		2	7%	65%	60%	-58% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	93%	90%	98%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,104	815	35% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

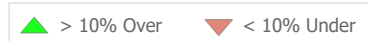
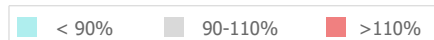
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	89%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	100%	90%	99%	10%
Social Support		8	67%	60%	83%	7%
Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	667 days	1.0	100%	90%	93%	10%



\* State Avg based on 24 Active Group Home Programs

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	-	
Discharges	-	-	
Bed Days	460	552	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	26%
SA Screen Complete	N/A	26%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	82%	40% ▲
✓ Stable Living Situation		5	100%	95%	91%	5%
● Employed		1	20%	25%	10%	-5%
● Improved/Maintained Axis V GAF Score		4	80%	95%	58%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	3,501 days	1.2	83%	90%	92%	-7%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	23	4%
Admits	1	-	
Discharges	1	-	
Service Hours	103	116	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	88%	85%	90%	3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		88%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	2	-100% ▼
Discharges	1	1	0%
Bed Days	702	627	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	67%	96%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	80%	89%	20% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		6	86%	95%	66%	-9%
Social Support		3	38%	60%	83%	-22% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				8	808 days	1.0	95%	90%	93%	5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

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