

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	138	124	11%	▲
	Admits	55	36	53%	▲
	Discharges	51	45	13%	▲
	Service Hours	2,734	1,620	69%	▲
	Bed Days	10,725	10,401	3%	

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

Consumer Satisfaction Survey (Based on 82 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		85%	80%	83%
● Recovery		79%	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	Community Support	48	33.8%
	Case Management	34	23.9%
	Residential Services	18	12.7%
Addiction	Residential Services	27	19.0%
Forensic MH	Crisis Services	15	10.6%

Client Demographics

Age	#	%	State Avg
18-25	8	6%	14%
26-34	17	12%	24%
35-44	16	12%	20%
45-54	44	32%	22%
55-64	48	35%	16%
65+	5	4%	5%

Gender	#	%	State Avg
Male	81	59%	60%
Female	57	41%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	104	75%	74%
Hisp-Puerto Rican	27	20%	13%
Hispanic-Other	6	4%	7%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	75	54%	65%
Black/African American	59	43%	16%
Asian	2	1%	1%
Other	2	1%	13%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

Atlantic Park Apts 120-260

Inspirica Inc. (formerly St Luke's LifeWorks)

Mental Health - Case Management - Supportive Housing – Development

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	16	13% ▲
Admits	3	2	50% ▲
Discharges	3	1	200% ▲
Service Hours	803	179	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	91%	15% ▲

Service Utilization

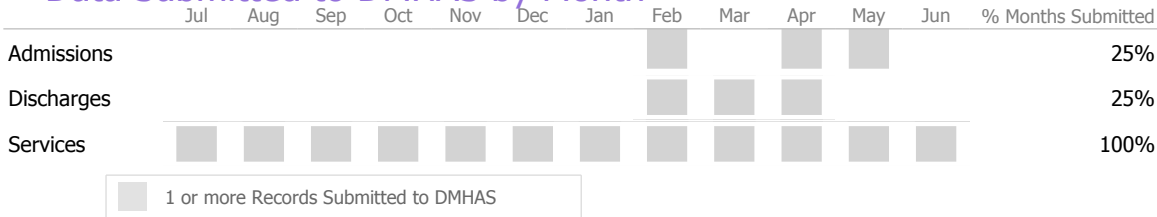
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	788	221	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	91%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	43	12% ▲
Admits	19	4	375% ▲
Discharges	15	15	0%
Service Hours	1,143	1,220	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	100%	93%
Cooccurring MH Screen Complete	96%	88%
SA Screen Complete	96%	87%
Diagnosis 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		4	27%	65%	69%	-38% ▼

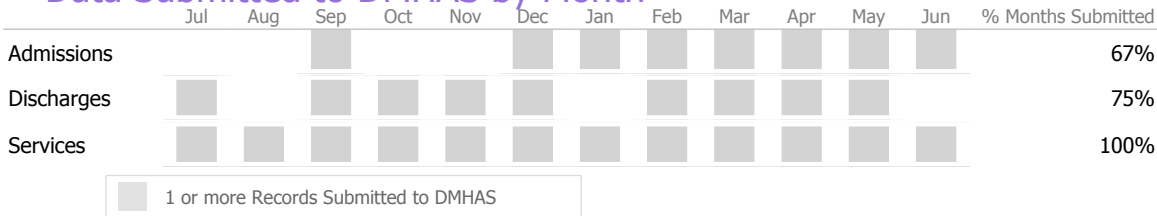
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		45	94%	60%	81%	34% ▲
Stable Living Situation		45	94%	80%	92%	14% ▲
Employed		7	15%	20%	13%	-5%
Improved/Maintained Axis V GAF Score		32	89%	95%	69%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	22	-18% ▼
Admits	6	11	-45% ▼
Discharges	5	10	-50% ▼
Bed Days	4,531	4,385	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	80%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	60%	68%	0%
✓ Follow-up within 30 Days of Discharge		3	100%	90%	78%	10%

Recovery

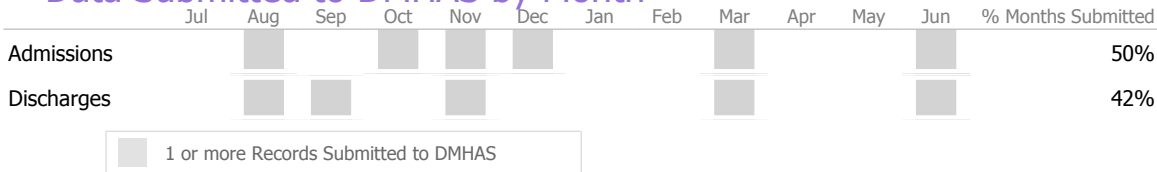
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	83%	60%	86%	23% ▲
✓ Stable Living Situation		18	100%	95%	97%	5%
● Employed		3	17%	25%	7%	-8%
● Improved/Maintained Axis V GAF Score		11	69%	95%	69%	-26% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	542 days	0.2	95%	90%	94%	5%

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 70 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	9	67% ▲
Admits	12	6	100% ▲
Discharges	12	6	100% ▲
Bed Days	894	800	12% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		7	88%	90%	95%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	103 days	0.1	82%	90%	85%	-8%

■ < 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	■		■		■		■	■	■	■		■	67%
Discharges	■		■		■	■	■		■			■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	14	11	27% ▲
Discharges	14	11	27% ▲
Bed Days	5,300	5,216	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%

Discharge Outcomes

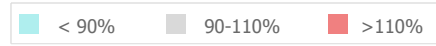
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	43%	85%	44%	-42% ▼
Follow-up within 30 Days of Discharge		1	17%	90%	37%	-73% ▼

Recovery

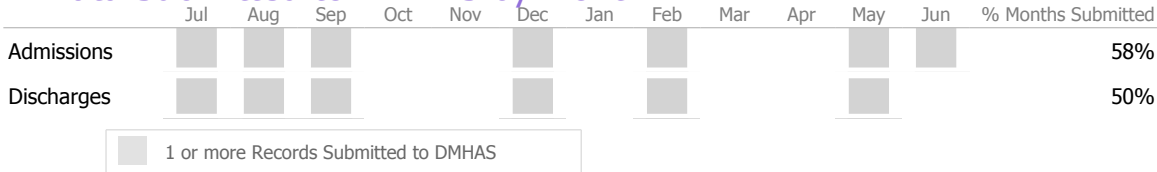
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		24	83%	60%	70%	23% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	506 days	0.2	97%	90%	90%	7%



Data Submitted to DMHAS by Month



* State Avg based on 3 Active AIDS Residential Programs