

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	7	4	75% ▲
	Admits	3		
	Discharges	3		
	Service Hours	195	196	-1%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	7	100.0%

Consumer Satisfaction Survey (Based on 4 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Recovery		75%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25			▼ 17%
26-34			▼ 22%
35-44			▼ 20%
45-54	1	14%	24%
55-64	6	86%	▲ 13%
65+			4%

Gender	#	%	State Avg
Female	6	86%	▲ 40%
Male	1	14%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	7	100%	▲ 74%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			7%
Hisp-Puerto Rican			▼ 12%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	7	100%	▲ 64%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 17%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 15%
Unknown			2%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	4	75% ▲
Admits	3	-	
Discharges	3	-	
Service Hours	195	196	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	85%	90%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	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		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs