

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	24	24	0%
	Admits	2	5	-60% ▼
	Discharges	3	2	50% ▲
	Service Hours	722	506	43% ▲

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	24	100.0%

### Consumer Satisfaction Survey (Based on 13 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%
✓ Respect		100%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		85%	80%	88%
✓ Outcome		85%	80%	83%
● Recovery		69%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	17% ▼
26-34	2	8%	22% ▼
35-44	4	17%	20%
45-54	4	17%	24%
55-64	13	54%	13% ▲
65+	1	4%	4%

Gender	#	%	State Avg
Female	15	63%	40% ▲
Male	9	38%	60% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	21	88%	74% ▲
Unknown	2	8%	7%
Hispanic-Other	1	4%	7%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	0%
Hisp-Puerto Rican	0	0%	12% ▼

Race	#	%	State Avg
White/Caucasian	19	79%	64% ▲
Black/African American	4	17%	17%
Other	1	4%	15% ▼
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Multiple Races	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%
Unknown	0	0%	2%

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

### Program Activity

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic 6 Month Updates	0%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	43%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	88%	60%	38%	28% ▲
✓ Stable Living Situation		23	96%	80%	60%	16% ▲
● Employed		1	4%	20%	7%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	68%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active Standard Case Management Programs