

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	111	114	-3%
	Admits	68	56	21% ▲
	Discharges	74	68	9%
	Service Hours	4,060	4,257	-5%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	75	67.6%
	Education Support	45	40.5%

Consumer Satisfaction Survey (Based on 67 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%
✓ Recovery		92%	80%	79%
✓ Outcome		90%	80%	83%

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

Client Demographics

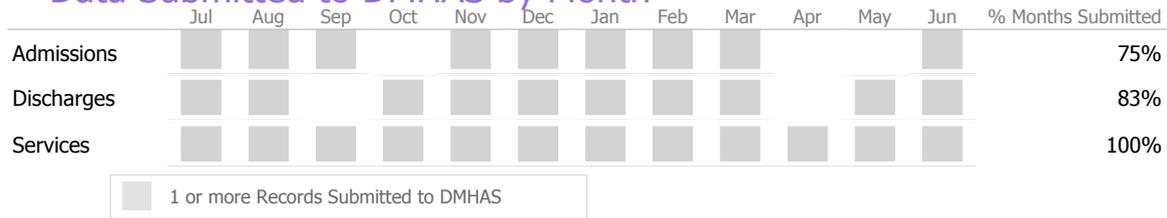
Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	20	18%	17%	Male	67	60%	60%
26-34	28	25%	22%	Female	44	40%	40%
35-44	30	27%	20%	Race			
45-54	24	22%	24%	White/Caucasian	42	38%	64%
55-64	9	8%	13%	Black/African American	35	32%	17%
65+			4%	Other	31	28%	15%
Ethnicity				Am. Indian/Native Alaskan	2	2%	1%
Non-Hispanic	77	69%	74%	Multiple Races	1	1%	1%
Hisp-Puerto Rican	30	27%	12%	Asian			1%
Hispanic-Other	4	4%	7%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%	Unknown			2%
Hispanic-Mexican			0%				
Unknown			7%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	47	-4%
Admits	19	21	-10%
Discharges	23	21	10%
Service Hours	1,973	2,080	-5%

Data Submitted to DMHAS by Month



* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	73	3%
Admits	49	35	40% ▲
Discharges	51	47	9%
Service Hours	2,087	2,177	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	53%	35%	31%	18% ▲

Service Utilization

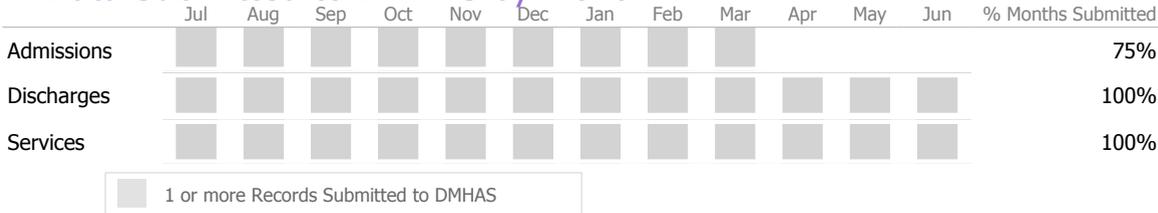
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		73%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs