

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	134	126	6%
	Admits	29	62	-53% ▼
	Discharges	23	64	-64% ▼
	Service Hours	9,530	8,331	14% ▲

▲ > 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	134	100.0%

### Consumer Satisfaction Survey (Based on 89 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Access		83%	80%	88%
✓ Outcome		81%	80%	83%
✓ Recovery		80%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	11	8%	17%
26-34	23	17%	22%
35-44	17	13%	20%
45-54	46	34%	24%
55-64	31	23%	13%
65+	6	4%	4%

Gender	#	%	State Avg
Male	71	53%	60%
Female	63	47%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	128	96% ▲	74%
Hispanic-Other	5	4%	7%
Hisp-Puerto Rican	1	1% ▼	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	91	68%	64%
Black/African American	34	25%	17%
Other	7	5%	15%
Asian	2	1%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			2%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	14	21% ▲
Admits	8	14	-43% ▼
Discharges	10	5	100% ▲
Service Hours	679	146	366% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	50%	43%	20% ▲

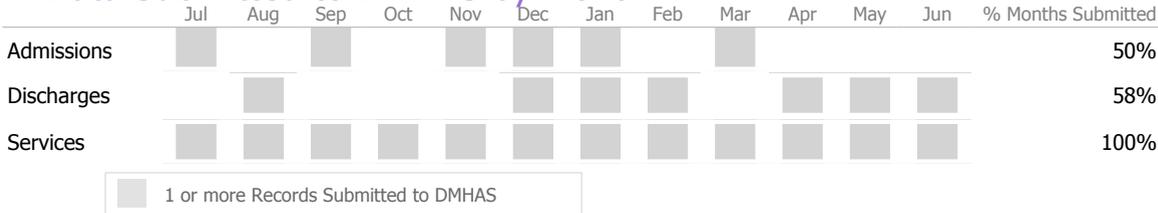
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	38%	40% ▲
✓ Stable Living Situation		17	100%	80%	60%	20% ▲
● Employed		0	0%	20%	7%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	28	18% ▲
Admits	6	28	-79% ▼
Discharges	1	1	0%
Service Hours	2,157	238	806% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	30%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	43%	50% ▲

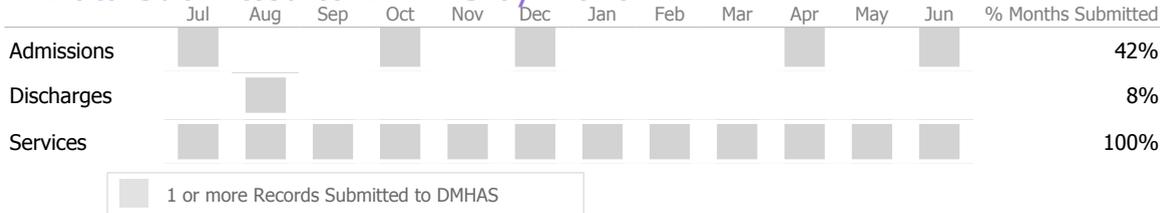
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		33	100%	80%	60%	20% ▲
✓ Social Support		26	79%	60%	38%	19% ▲
● Employed		0	0%	20%	7%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	68%	7% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	120	-33% ▼
Admits	13	17	-24% ▼
Discharges	10	52	-81% ▼
Service Hours	6,356	7,673	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic 6 Month Updates	16%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	50%	43%	20% ▲

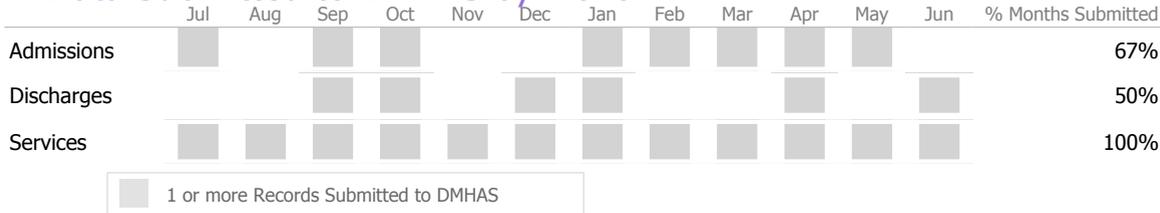
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		54	67%	60%	38%	7%
● Stable Living Situation		54	67%	80%	60%	-13% ▼
● Employed		3	4%	20%	7%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	100%	90%	68%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	2	3	-33% ▼
Discharges	2	6	-67% ▼
Service Hours	338	274	23% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	43%	50% ▲

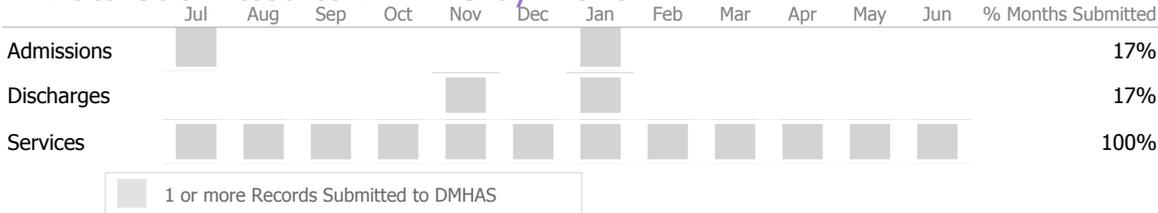
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	38%	40% ▲
✓ Stable Living Situation		5	100%	80%	60%	20% ▲
● Employed		0	0%	20%	7%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	68%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

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