

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	89	76	17%	▲
	Admits	21	16	31%	▲
	Discharges	5	14	-64%	▼
	Service Hours	16,192	16,248	0%	

▲ > 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	49	55.1%
	Residential Services	40	44.9%

### Consumer Satisfaction Survey (Based on 62 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		90%	80%	88%
✓ General Satisfaction		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Recovery		88%	80%	79%
✓ Overall		87%	80%	91%
✓ Participation in Treatment		85%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
● Outcome		79%	80%	83%

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

### Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	2	2%	▼ 17%	Female	45	51%	▲ 40%
26-34	10	11%	▼ 22%	Male	44	49%	▼ 60%
35-44	15	17%	20%				
45-54	40	45%	▲ 24%				
55-64	18	20%	13%				
65+	4	4%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	76	85%	▲ 74%	White/Caucasian	46	52%	▼ 64%
Hisp-Puerto Rican	10	11%	12%	Black/African American	38	43%	▲ 17%
Hispanic-Other	3	3%	7%	Other	5	6%	15%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			0%	Asian			1%
Unknown			7%	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	40	39	3%
Admits	10	5	100% ▲
Discharges	2	9	-78% ▼
Service Hours	11,106	12,642	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	86%
SA Screen Complete	90%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	73%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	57%	50% ▲

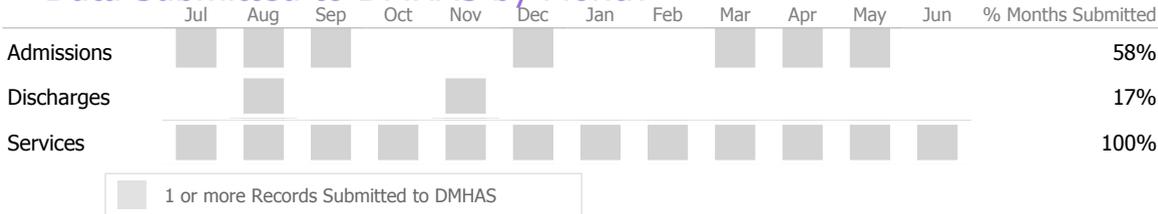
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	90%	60%	79%	30% ▲
Stable Living Situation		40	100%	85%	93%	15% ▲
Employed		7	18%	25%	10%	-7%
Improved/Maintained Axis V GAF Score		1	3%	95%	53%	-92% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	96%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 54 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	43	14% ▲
Admits	11	11	0%
Discharges	3	5	-40% ▼
Service Hours	5,086	3,606	41% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		48	98%	85%	90%	13% ▲

### Service Utilization

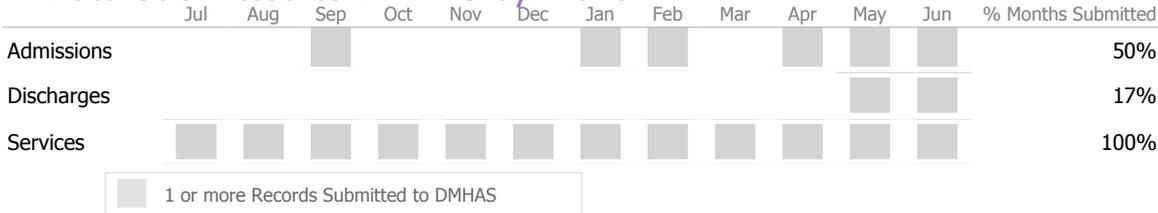
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	100%	90%	96%	10%

### 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