

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	12	10	20%	▲
	Admits	4	2	100%	▲
	Discharges	2	2	0%	
	Service Hours	220	242	-9%	
	Bed Days	1,330	1,257	6%	

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

### Consumer Satisfaction Survey (Based on 8 FY12 Surveys)

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

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	7	58.3%
	Residential Services	5	41.7%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 17%	Male	7	58%	60%
26-34			▼ 22%	Female	5	42%	40%
35-44	3	25%	20%				
45-54	7	58%	▲ 24%				
55-64	2	17%	13%				
65+			4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	8	67%	74%	Black/African American	7	58%	▲ 17%
Hisp-Puerto Rican	3	25%	▲ 12%	Other	2	17%	15%
Hispanic-Other	1	8%	7%	White/Caucasian	2	17%	▼ 64%
Hispanic-Cuban			0%	Unknown	1	8%	2%
Hispanic-Mexican			0%	Am. Indian/Native Alaskan			1%
Unknown			7%	Asian			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	3	1	200% ▲
Discharges	1	2	-50% ▼
Service Hours	220	222	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	71%	85%	90%	-14% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	75%	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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	1	0%
Discharges	1	-	
Bed Days	1,330	1,257	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	74%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	59%	-60% ▼

### Recovery

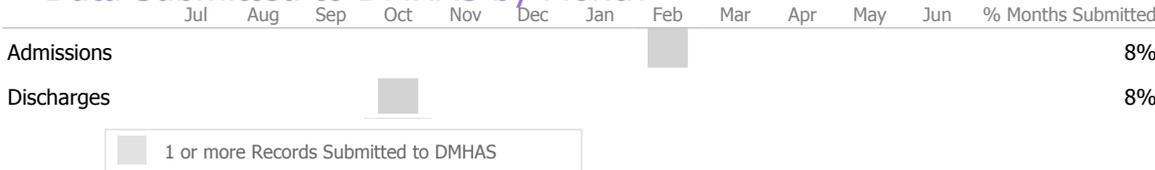
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	77%	40% ▲
Stable Living Situation		5	100%	95%	92%	5%
Improved/Maintained Axis V GAF Score		4	100%	95%	55%	5%
Employed		0	0%	25%	7%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	2,393 days	0.8	91%	90%	96%	1%

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 68 Active Supervised Apartments Programs