

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	282	293	-4%
	Admits	92	104	-12% ▼
	Discharges	101	110	-8%
	Service Hours	917	988	-7%
	Bed Days	1,607	1,059	52% ▲

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	196	69.5%
	Inpatient Services	86	30.5%

### Consumer Satisfaction Survey

(Based on 97 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Access		95%	80%	88%
✓ Respect		92%	80%	91%
✓ Overall		91%	80%	91%
● Outcome		74%	80%	83%
● Recovery		61%	80%	79%

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

### Client Demographics

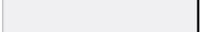
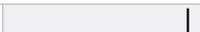
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	21	8%	17%	Female	165	59%	40%
26-34	30	11%	22%	Male	117	41%	60%
35-44	47	17%	20%				
45-54	78	28%	24%				
55-64	76	27%	13%				
65+	25	9%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	268	95%	74%	White/Caucasian	253	90%	64%
Unknown	8	3%	7%	Black/African American	17	6%	17%
Hispanic-Other	5	2%	7%	Other	6	2%	15%
Hisp-Puerto Rican	1	0%	12%	Multiple Races	3	1%	1%
Hispanic-Cuban			0%	Asian	2	1%	1%
Hispanic-Mexican			0%	Am. Indian/Native Alaskan	1	0%	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	86	91	-5%
Admits	83	98	-15% ▼
Discharges	81	95	-15% ▼
Bed Days	1,607	1,059	52% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Treatment Completed Successfully		0	0%	95%	69%	-95% ▼
 No Re-admit within 30 Days of Discharge		77	95%	85%	86%	10%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	42%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
 Avg Utilization Rate		2	190 days	0.0	220%	90%	111%	130% ▲



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



\* State Avg based on 26 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	202	-3%
Admits	9	6	50% ▲
Discharges	20	15	33% ▲
Service Hours	917	988	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	60%
SA Screen Complete	100%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	99%
Valid Axis V GAF Score	29%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	17%	50%	54%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		131	67%	60%	49%	7%
Stable Living Situation		175	89%	95%	74%	-6%
Employed		30	15%	30%	17%	-15% ▼
Improved/Maintained Axis V GAF Score		1	1%	75%	39%	-74% ▼

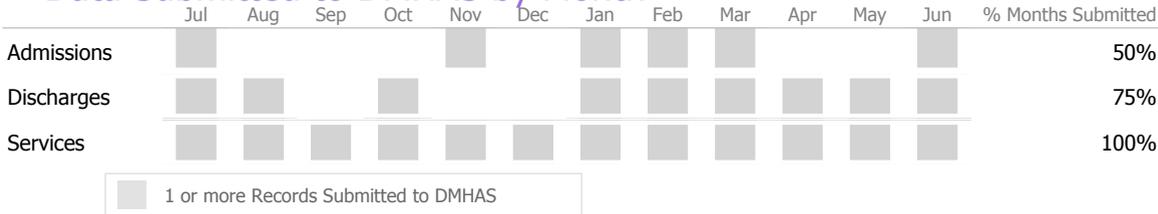
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		161	91%	90%	90%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	60%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs