

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	228	192	19%	▲
	Admits	102	63	62%	▲
	Discharges	79	65	22%	▲
	Service Hours	6,649	6,119	9%	
	Bed Days	3,149	2,669	18%	▲

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

Consumer Satisfaction Survey (Based on 36 FY12 Surveys)

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

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	77	33.8%
	Housing Services	74	32.5%
	Residential Services	21	9.2%
Addiction	Residential Services	58	25.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	29	13%	17%	Female	176	77%	▲ 40%		
26-34	53	23%	22%	Male	52	23%	▼ 60%		
35-44	54	24%	20%	Race	Black/African American	112	49%	▲ 17%	
45-54	63	28%	24%		White/Caucasian	77	34%	▼ 64%	
55-64	22	10%	13%		Other	25	11%	15%	
65+	7	3%	4%		Multiple Races	13	6%	1%	
Ethnicity	Non-Hispanic	169	74%		74%	Asian	1	0%	1%
	Hisp-Puerto Rican	47	21%		12%	Am. Indian/Native Alaskan			1%
	Hispanic-Other	10	4%	7%	Hawaiian/Other Pacific Islander			0%	
Unknown	2	1%	7%	Unknown			2%		
Hispanic-Cuban			0%						
Hispanic-Mexican			0%						

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	74	0%
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	16	13% ▲
Admits	2	-	
Discharges	4	-	
Service Hours	2,205	2,046	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	80%	9%

Service Utilization

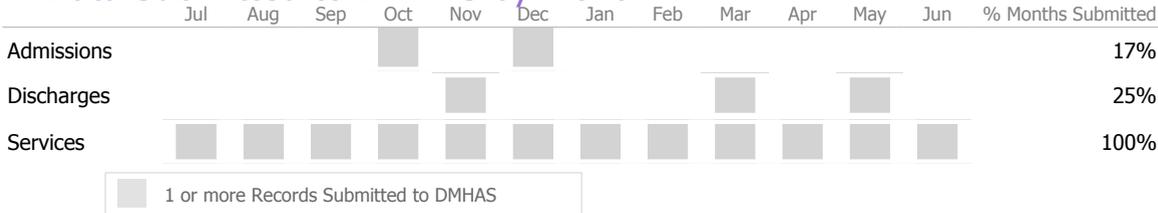
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		59%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	7	9	-22% ▼
Discharges	5	11	-55% ▼
Service Hours	3,424	3,325	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	57%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	90%	60%	79%	30% ▲
✓ Stable Living Situation		21	100%	85%	93%	15% ▲
● Employed		1	5%	25%	10%	-20% ▼
● Improved/Maintained Axis V GAF Score		10	56%	95%	53%	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	98%

Service Utilization

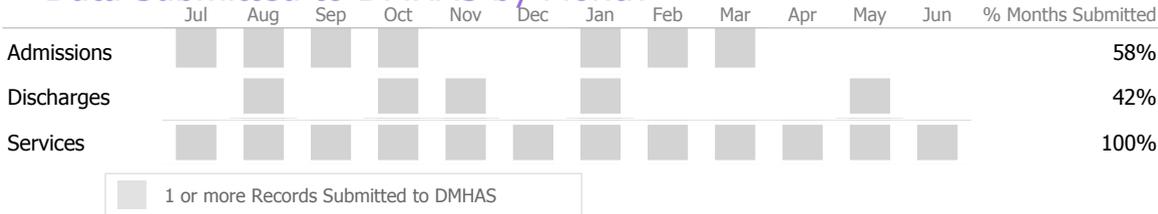
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

On-Time Periodic	Actual	State Avg
6 Month Updates	69%	80%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	86%
✓ SA Screen Complete	100%	86%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

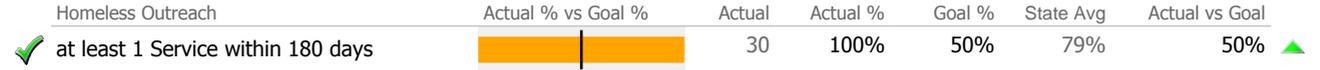
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Residential Support Programs

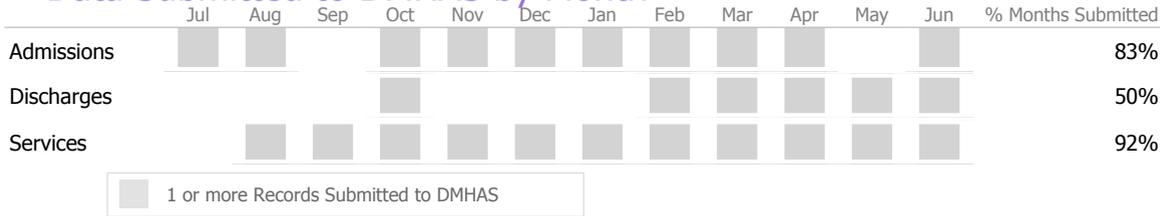
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	35	34% ▲
Admits	30	17	76% ▲
Discharges	15	18	-17% ▼
Service Hours	207	221	-6%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	13	-	
Discharges	-	-	
Service Hours	154	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	80%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	90%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		59%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

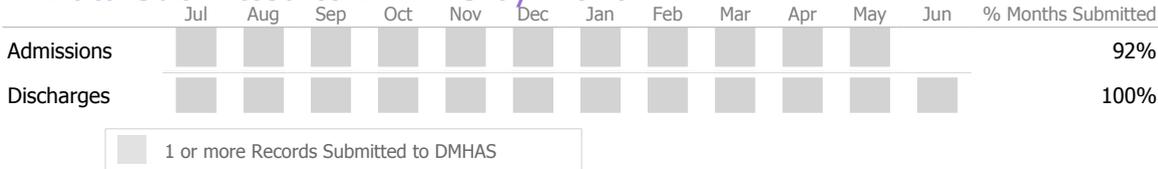
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	45	29% ▲
Admits	50	37	35% ▲
Discharges	55	36	53% ▲
Bed Days	3,149	2,669	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	0%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Supported Recovery Houses Programs