

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	27	30	-10%
	Admits	4	6	-33% ▼
	Discharges	4	5	-20% ▼
	Service Hours	1,102	1,586	-31% ▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Residential Services	21	77.8%
	Case Management	7	25.9%

Consumer Satisfaction Survey

(Based on 19 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		94%	80%	83%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1	4%	17% ▼
26-34	4	15%	22%
35-44	7	26%	20%
45-54	9	33%	24%
55-64	6	22%	13%
65+			4%

Gender	#	%	State Avg
Female	18	67%	40% ▲
Male	9	33%	60% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	20	74%	74%
Hisp-Puerto Rican	6	22%	12%
Hispanic-Cuban	1	4%	0%
Hispanic-Mexican			0%
Hispanic-Other			7%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	13	48%	64% ▼
Black/African American	10	37%	17% ▲
Other	3	11%	15%
Hawaiian/Other Pacific Islander	1	4%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			2%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	4	5	-20% ▼
Discharges	3	4	-25% ▼
Service Hours	736	1,053	-30% ▼

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	100%	86%
SA Screen Complete	75%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	90%	97%
Valid Axis V GAF Score	95%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	57%	-17% ▼

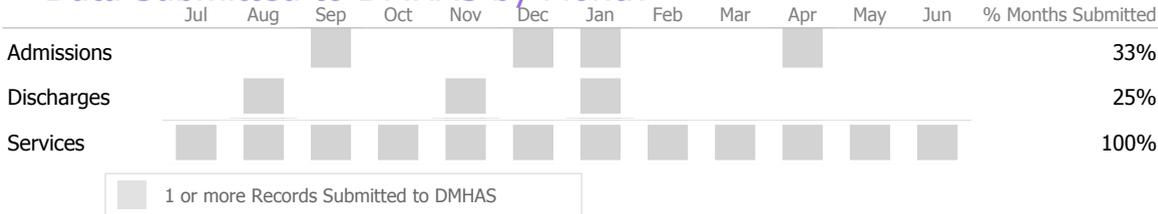
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	91%	60%	79%	31% ▲
Employed		9	41%	25%	10%	16% ▲
Stable Living Situation		21	95%	85%	93%	10%
Improved/Maintained Axis V GAF Score		4	20%	95%	53%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	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	7	8	-13% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	367	533	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	80%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	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