

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	744	745	0%
	Admits	155	166	-7%
	Discharges	162	287	-44% ▼
	Service Hours	5,664	4,997	13% ▲
	S.Rehab/PHP/IOP	32,471	9,700	235% ▲

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

### Consumer Satisfaction Survey (Based on 158 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Access		90%	80%	88%
✓ Respect		90%	80%	91%
✓ Overall		90%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		68%	80%	79%

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>	Outpatient	722	97.0%
	Community Support	56	7.5%
	IOP	56	7.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	39	5%	17% ▼	Female	453	61%	40% ▲
26-34	81	11%	22% ▼	Male	290	39%	60% ▼
35-44	124	17%	20%				
45-54	218	29%	24%				
55-64	177	24%	13% ▲				
65+	105	14%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	555	75%	74%	White/Caucasian	552	74%	64%
Hispanic-Other	127	17%	7%	Black/African American	180	24%	17%
Hisp-Puerto Rican	56	8%	12%	Asian	4	1%	1%
Hispanic-Mexican	3	0%	0%	Other	3	0%	15% ▼
Hispanic-Cuban	2	0%	0%	Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	1	0%	7%	Unknown	2	0%	2%
				Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	54	4%
Admits	52	50	4%
Discharges	56	48	17% ▲
Service Hours	281	342	-18% ▼
Social Rehab/PHP/IOP Days	32,471	9,700	235% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		51	91%	50%	79%	41% ▲
● Follow-up within 30 Days of Discharge		28	55%	90%	56%	-35% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		54	96%	75%	69%	21% ▲
● Stable Living Situation		51	86%	95%	77%	-9%
● Employed		8	14%	30%	13%	-16% ▼
● Social Support		0	0%	60%	50%	-60% ▼

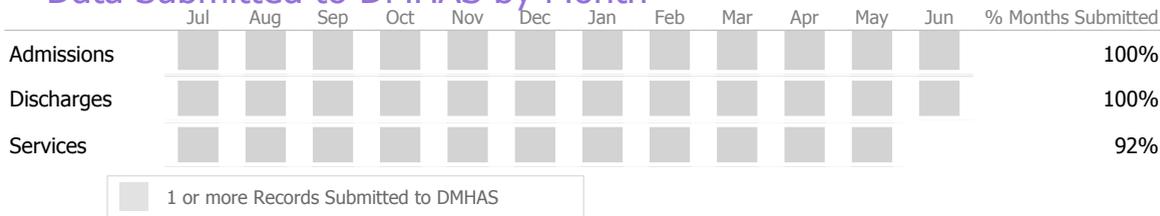
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	36%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	82%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	56%	76%
SA Screen Complete	54%	74%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 5 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	176	-68% ▼
Admits	16	49	-67% ▼
Discharges	4	165	-98% ▼
Service Hours	662	818	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	55%	64%
SA Screen Complete	55%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	65%	49%	35% ▲

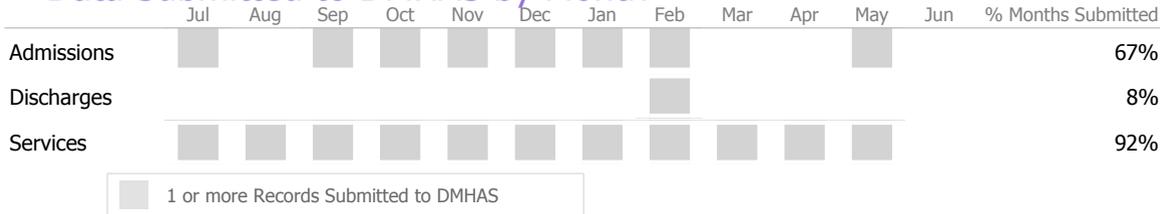
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		55	96%	80%	86%	16% ▲
● Employed		1	2%	20%	10%	-18% ▼
● Social Support		0	0%	60%	61%	-60% ▼
● Improved/Maintained Axis V GAF Score		4	8%	95%	49%	-87% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		47	89%	90%	97%	-1%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	722	709	2%
Admits	87	67	30% ▲
Discharges	102	74	38% ▲
Service Hours	4,721	3,837	23% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	1%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	55%	60%
SA Screen Complete	52%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	98%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		55	58%	50%	54%	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		22	3%	30%	17%	-27% ▼
● Social Support		0	0%	60%	49%	-60% ▼
● Improved/Maintained Axis V GAF Score		108	16%	75%	39%	-59% ▼
● Stable Living Situation		188	26%	95%	74%	-69% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		566	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		49	56%	75%	60%	-19% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs