

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	83	87	-5%
	Admits	13	28	-54% ▼
	Discharges	27	24	13% ▲
	Service Hours	6,238	4,672	34% ▲
	Bed Days	6,181	5,860	5%
	S.Rehab/PHP/IOP	8,941	7,081	26% ▲

Consumer Satisfaction Survey (Based on 99 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		87%	80%	88%
✓ Participation in Treatment		86%	80%	92%
✓ Respect		86%	80%	91%
✓ Quality and Appropriateness		84%	80%	93%
✓ Outcome		84%	80%	83%
✓ Recovery		82%	80%	79%

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

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	63	75.9%
	Residential Services	57	68.7%
	Case Management	11	13.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	5	6%	▼ 17%	Male	50	60%	60%
26-34	5	6%	▼ 22%	Female	33	40%	40%
35-44	16	19%	20%	Race			
45-54	24	29%	24%	White/Caucasian	69	83%	▲ 64%
55-64	20	24%	▲ 13%	Black/African American	12	14%	17%
65+	13	16%	▲ 4%	Other	2	2%	▼ 15%
Ethnicity				Am. Indian/Native Alaskan			1%
Non-Hispanic	81	98%	▲ 74%	Asian			1%
Hispanic-Other	2	2%	7%	Multiple Races			1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican			0%	Unknown			2%
Hisp-Puerto Rican			▼ 12%				
Unknown			7%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	2,920	2,920	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	61%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	97%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	89%	60%	78%	29% ▲
✓ Stable Living Situation		9	100%	90%	95%	10%
✓ Improved/Maintained Axis V GAF Score		8	100%	95%	55%	5%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,628 days	0.9	100%	90%	93%	10%		



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													8%

1 or more Records Submitted to DMHAS



* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	2	5	-60% ▼
Discharges	3	4	-25% ▼
Bed Days	3,261	2,940	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	59%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	77%	31% ▲
✓ Stable Living Situation		11	100%	95%	92%	5%
● Employed		1	9%	25%	7%	-16% ▼
● Improved/Maintained Axis V GAF Score		8	80%	95%	55%	-15% ▼

Data Submission Quality

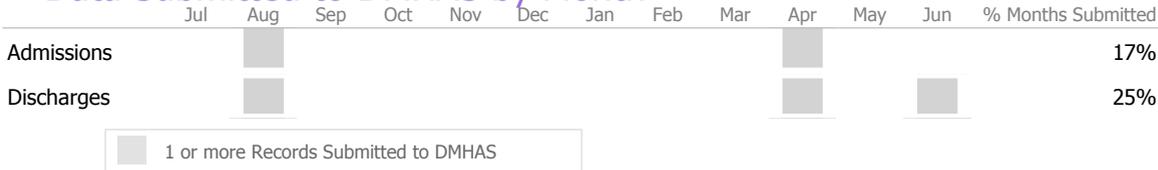
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	74%
Cooccurring	Actual	State Avg
MH Screen Complete	50%	78%
✓ SA Screen Complete	100%	77%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,785 days	0.7	112%	90%	96%	22% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	41	0%
Admits	8	8	0%
Discharges	8	8	0%
Service Hours	2,662	1,270	110% ▲

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	38%	86%
SA Screen Complete	62%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	75%	50%	57%	25% ▲

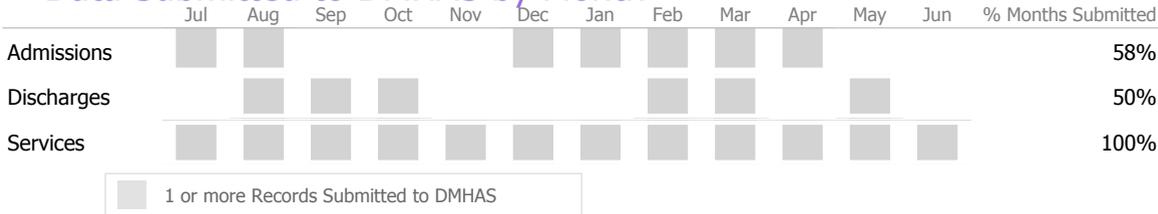
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		38	90%	60%	79%	30% ▲
Stable Living Situation		42	100%	85%	93%	15% ▲
Employed		9	21%	25%	10%	-4%
Improved/Maintained Axis V GAF Score		29	76%	95%	53%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	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	63	70	-10%
Admits	1	11	-91% ▼
Discharges	14	8	75% ▲
Service Hours	7	6	4%
Social Rehab/PHP/IOP Days	8,941	7,081	26% ▲

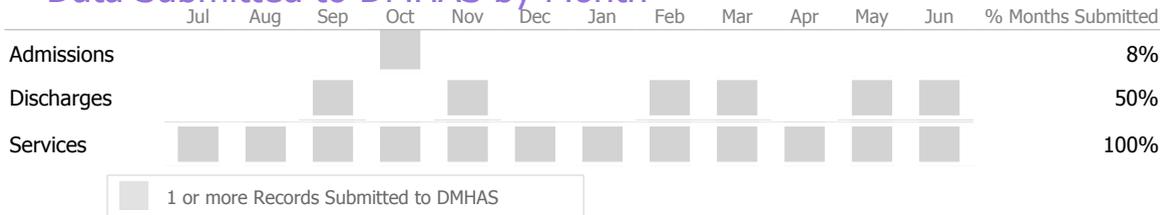
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	48	98%	90%	82%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	743	807	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	90%	15% ▲

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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