

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	271	261	4%
	Admits	72	45	60% ▲
	Discharges	39	66	-41% ▼
	Service Hours	10,908	10,233	7%
	S.Rehab/PHP/IOP	10,442	10,000	4%

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	218	80.4%
	Employment Services	126	46.5%

### Consumer Satisfaction Survey (Based on 124 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		92%	80%	91%
✓ Respect		90%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Access		89%	80%	88%
✓ Recovery		87%	80%	79%
✓ Outcome		85%	80%	83%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	18	7%	17%	Female	142	52%	40% ▲
26-34	38	14%	22%	Male	129	48%	60% ▼
35-44	35	13%	20%				
45-54	99	37%	24% ▲				
55-64	57	21%	13%				
65+	22	8%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	246	91%	74% ▲	White/Caucasian	236	87%	64% ▲
Unknown	13	5%	7%	Black/African American	12	4%	17% ▼
Hisp-Puerto Rican	10	4%	12%	Other	11	4%	15% ▼
Hispanic-Other	2	1%	7%	Unknown	8	3%	2%
Hispanic-Cuban			0%	Multiple Races	3	1%	1%
Hispanic-Mexican			0%	Asian	1	0%	1%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	218	215	1%
Admits	30	11	173% ▲
Discharges	5	27	-81% ▼
Service Hours	2,365	1,698	39% ▲
Social Rehab/PHP/IOP Days	10,442	10,000	4%

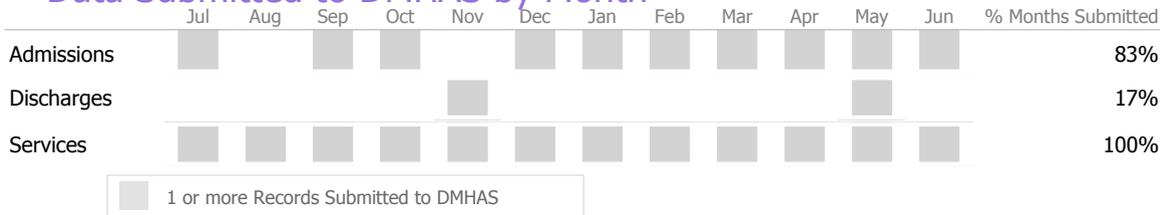
### Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	200	93%	90%	82%	3%

### 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	126	126	0%
Admits	42	34	24% ▲
Discharges	34	39	-13% ▼
Service Hours	8,543	8,535	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		37	28%	35%	31%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		92	96%	90%	96%	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		73%

### 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 40 Active Employment Services Programs