

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	89	92	-3%
	Admits	21	25	-16% ▼
	Discharges	21	27	-22% ▼
	Service Hours	3,450	3,877	-11% ▼
	Bed Days	9,202	9,106	1%

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Residential Services	76	85.4%
	Case Management	13	14.6%

### Consumer Satisfaction Survey

(Based on 63 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		90%	80%	91%
✓ Access		89%	80%	88%
✓ Recovery		87%	80%	79%
✓ Outcome		82%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	7	8%	17%
26-34	12	13%	22%
35-44	14	16%	20%
45-54	38	43% ▲	24%
55-64	14	16%	13%
65+	4	4%	4%

Gender	#	%	State Avg
Male	58	65%	60%
Female	31	35%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	77	87% ▲	74%
Hisp-Puerto Rican	8	9%	12%
Hispanic-Other	4	4%	7%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	
Unknown		7%	

Race	#	%	State Avg
White/Caucasian	52	58%	64%
Black/African American	28	31% ▲	17%
Other	9	10%	15%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			2%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	13	15% ▲
Admits	7	5	40% ▲
Discharges	8	5	60% ▲
Bed Days	2,668	2,859	-7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	80%	61%	8%
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	88%	3%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	87%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	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

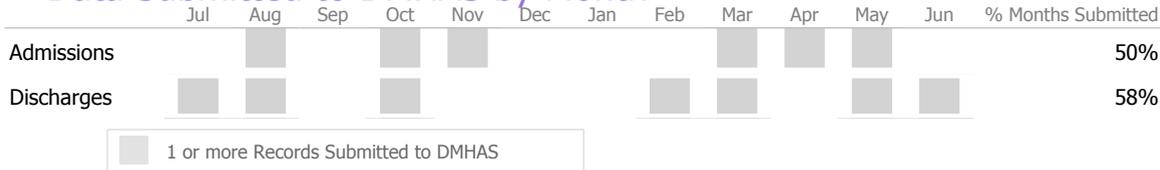
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	100%	60%	78%	40% ▲
✓ Stable Living Situation		15	100%	90%	95%	10%
✓ Improved/Maintained Axis V GAF Score		12	100%	95%	55%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	550 days	0.5	91%	90%	93%	1%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 26 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	28	-14% ▼
Admits	7	9	-22% ▼
Discharges	6	11	-45% ▼
Bed Days	6,534	6,247	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	74%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	86%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	60%	59%	7%

### Recovery

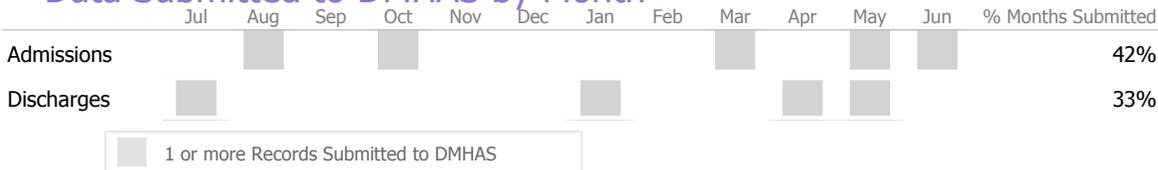
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	92%	60%	77%	32% ▲
Stable Living Situation		24	100%	95%	92%	5%
Employed		3	12%	25%	7%	-13% ▼
Improved/Maintained Axis V GAF Score		17	85%	95%	55%	-10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,174 days	0.8	99%	90%	96%	9%

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	13	14	-7%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Service Hours	590	593	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	90%	15% ▲

### Service Utilization

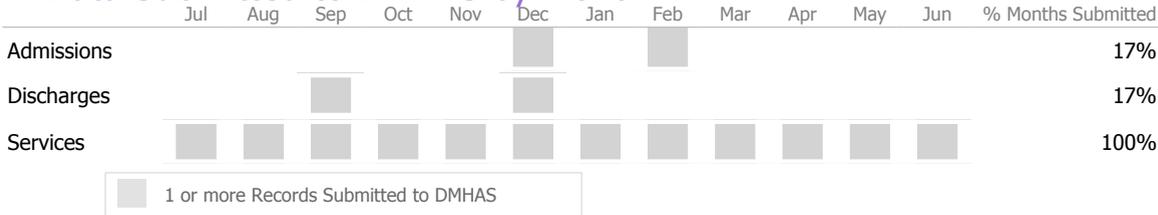
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	44	-7%
Admits	5	8	-38% ▼
Discharges	5	8	-38% ▼
Service Hours	2,508	2,935	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	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%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	100%	50%	57%	50% ▲

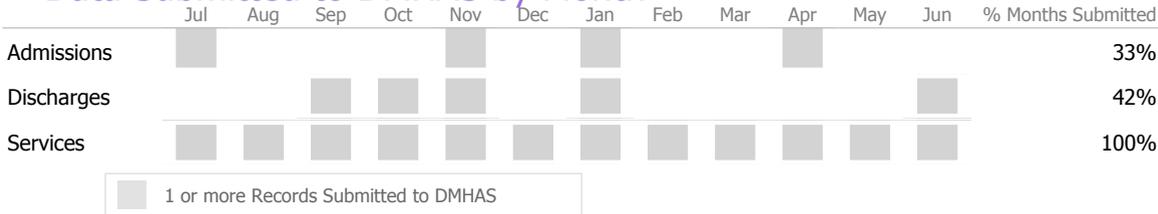
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	88%	60%	79%	28% ▲
Stable Living Situation		41	100%	85%	93%	15% ▲
Improved/Maintained Axis V GAF Score		37	97%	95%	53%	2%
Employed		8	20%	25%	10%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	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