

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	84	99	-15% ▼
	Admits	6	17	-65% ▼
	Discharges	6	23	-74% ▼
	Service Hours	18,348	17,877	3%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	42	50.0%
	Residential Services	42	50.0%

### Consumer Satisfaction Survey

(Based on 72 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		89%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	2	2%	16% ▼
26-34	9	11%	24% ▼
35-44	11	13%	19%
45-54	28	33%	23%
55-64	28	33%	14% ▲
65+	6	7%	4%

Gender	#	%	State Avg
Female	45	54%	40% ▲
Male	39	46%	60% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	75	89%	75% ▲
Hisp-Puerto Rican	6	7%	12%
Hispanic-Other	3	4%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	48	57%	66%
Black/African American	36	43%	17% ▲
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	45	-7%
Admits	5	7	-29% ▼
Discharges	4	8	-50% ▼
Service Hours	11,943	11,107	8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	65%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	88%	60%	88%	28% ▲
✓ Employed		17	40%	25%	12%	15% ▲
✓ Stable Living Situation		42	100%	85%	94%	15% ▲
● Improved/Maintained Axis V GAF Score		3	8%	95%	72%	-87% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

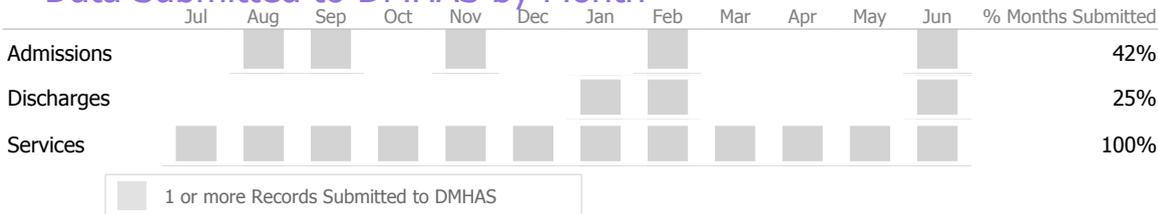
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	94%
✓ SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	76%	97%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 51 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	56	-25% ▼
Admits	1	10	-90% ▼
Discharges	2	15	-87% ▼
Service Hours	6,405	6,769	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		42	100%	85%	89%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs