

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	52	49	6%
	Admits	33	25	32% ▲
	Discharges	34	30	13% ▲
	Service Hours	1,045	1,077	-3%

▲ > 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>	Case Management	52	100.0%

### Consumer Satisfaction Survey (Based on 13 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	13	25%	17%
26-34	17	33% ▲	22%
35-44	16	31% ▲	20%
45-54	5	10% ▼	24%
55-64	1	2% ▼	13%
65+			4%

Gender	#	%	State Avg
Female	51	98% ▲	40%
Male	1	2% ▼	60%

Ethnicity	#	%	State Avg
Non-Hispanic	41	79%	74%
Hisp-Puerto Rican	6	12%	12%
Hispanic-Other	4	8%	7%
Hispanic-Cuban	1	2%	0%
Hispanic-Mexican			0%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	26	50% ▼	64%
Black/African American	21	40% ▲	17%
Other	5	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	21	20	5%
Admits	12	7	71% ▲
Discharges	7	11	-36% ▼
Service Hours	765	771	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	67%	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	57%	50%	43%	7%

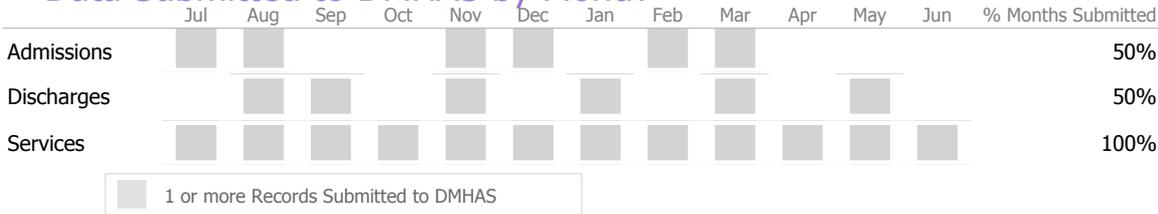
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	81%	60%	38%	21% ▲
✓ Stable Living Situation		21	100%	80%	60%	20% ▲
● Employed		2	10%	20%	7%	-10% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	68%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	29	7%
Admits	21	18	17% ▲
Discharges	27	19	42% ▲
Service Hours	280	306	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
On-Time Periodic 6 Month Updates	N/A	38%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	52%	50%	43%	2%

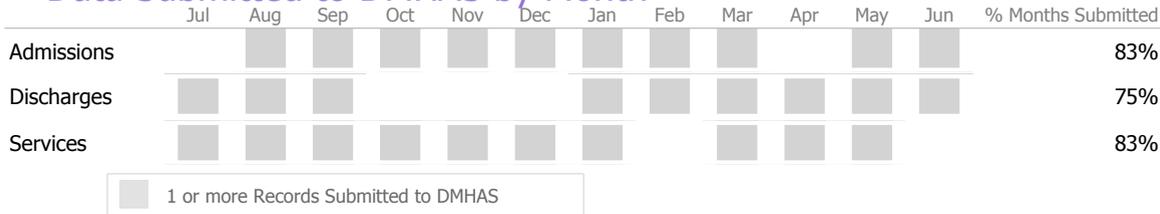
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	90%	80%	60%	10%
✓ Employed		8	26%	20%	7%	6%
✓ Social Support		19	61%	60%	38%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	75%	90%	68%	-15% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active Standard Case Management Programs