

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	141	167	-16% ▼
	Admits	27	63	-57% ▼
	Discharges	54	55	-2%
	Service Hours	6,586	6,541	1%
	Bed Days	3,208	2,954	9%

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

Consumer Satisfaction Survey (Based on 98 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		86%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	132	93.6%
	Residential Services	9	6.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	12	9%	16%	Male	86	61%	60%
26-34	36	26%	23%	Female	55	39%	40%
35-44	24	17%	20%				
45-54	42	30%	24%				
55-64	21	15%	14%				
65+	6	4%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	108	77%	75%	Black/African American	67	48%	▲ 17%
Hispanic-Other	15	11%	6%	White/Caucasian	41	29%	▼ 65%
Hisp-Puerto Rican	14	10%	12%	Other	28	20%	14%
Unknown	3	2%	6%	Hawaiian/Other Pacific Islander	2	1%	0%
Hispanic-Cuban	1	1%	0%	Asian	1	1%	1%
Hispanic-Mexican			0%	Multiple Races	1	1%	1%
				Unknown	1	1%	3%
				Am. Indian/Native Alaskan			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,095	966	13% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	81%	40% ▲
✓ Stable Living Situation		3	100%	95%	96%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		83%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	75%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	1,216 days	1.0	100%	90%	97%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	730	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	87%
Cooccurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	85%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	100%	60%	77%	40% ▲
Stable Living Situation		2	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	62%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	1,442 days	1.0	100%	90%	96%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 25 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Bed Days	1,383	1,258	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	87%
Cooccurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	75%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	77%	40% ▲
Stable Living Situation		4	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		0	0%	95%	62%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	1,427 days	1.0	95%	90%	96%	5%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 25 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	154	-16% ▼
Admits	26	61	-57% ▼
Discharges	51	53	-4%
Service Hours	6,586	6,541	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		37	29%	35%	37%	-6%

Service Utilization

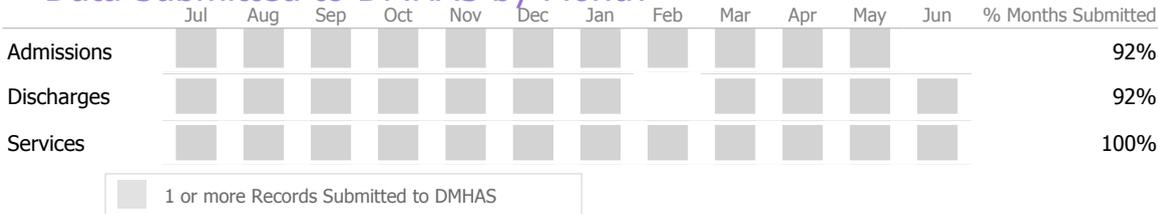
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	95%	90%	94%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	89%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Employment Services Programs