

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	85	89	-4%
	Admits	13	21	-38% ▼
	Discharges	13	21	-38% ▼
	Service Hours	3,004	3,098	-3%
	Bed Days	9,472	9,202	3%

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

### Consumer Satisfaction Survey (Based on 68 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		93%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Recovery		84%	80%	79%
✓ Outcome		83%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Residential Services	71	83.5%
	Case Management	14	16.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	8%	16%	Male	55	65%	60%
26-34	15	18%	23%	Female	30	35%	40%
35-44	11	13%	20%				
45-54	27	32%	24%				
55-64	21	25% ▲	14%				
65+	4	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	73	86% ▲	75%	White/Caucasian	48	56%	65%
Hisp-Puerto Rican	9	11%	12%	Black/African American	27	32% ▲	17%
Hispanic-Other	3	4%	6%	Other	10	12%	14%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			0%	Asian			1%
Unknown			6%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	15	-40% ▼
Admits	2	7	-71% ▼
Discharges	1	8	-88% ▼
Bed Days	2,904	2,668	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	80%	78%	20% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%

### Recovery

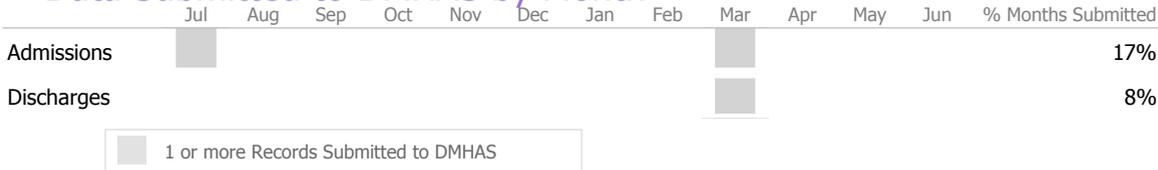
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	89%	60%	77%	29% ▲
Stable Living Situation		9	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score		8	100%	95%	62%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	611 days	0.9	99%	90%	96%	9%



### Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	24	-13% ▼
Admits	3	7	-57% ▼
Discharges	3	6	-50% ▼
Bed Days	6,568	6,534	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	88%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	60%	66%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	95%	60%	81%	35% ▲
Stable Living Situation		21	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		19	95%	95%	66%	0%
Employed		2	10%	25%	8%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		18	1,159 days	0.9	100%	90%	97%	10%

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 72 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	3	2	50% ▲
Discharges	4	2	100% ▲
Service Hours	727	590	23% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	93%	85%	89%	8%

### Service Utilization

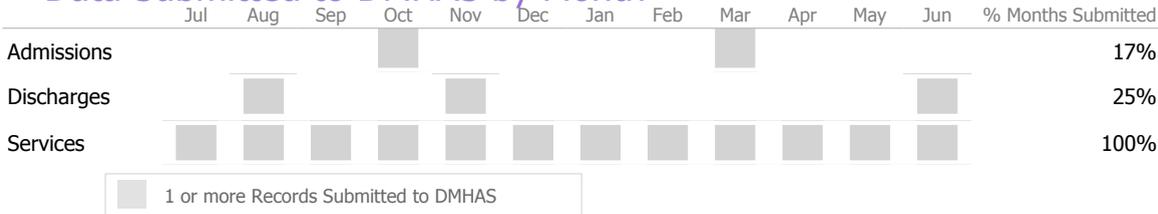
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	41	0%
Admits	5	5	0%
Discharges	5	5	0%
Service Hours	2,277	2,508	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	81%	90%
Cooccurring MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	50%	69%	17% ▲

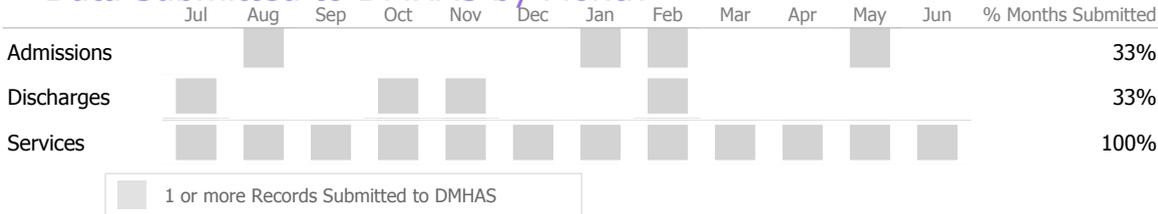
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		39	95%	60%	86%	35% ▲
Stable Living Situation		41	100%	85%	94%	15% ▲
Improved/Maintained Axis V GAF Score		37	100%	95%	68%	5%
Employed		7	17%	25%	13%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 52 Active Residential Support Programs