

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	109	111	-2%
	Admits	69	68	1%
	Discharges	47	75	-37% ▼
	Service Hours	4,201	4,060	3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	69	60.5%
	Education Support	45	39.5%

Consumer Satisfaction Survey (Based on 71 FY13 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%
✓ Recovery		100%	80%	79%
✓ Outcome		97%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	19	17%	16%
26-34	28	26%	23%
35-44	25	23%	20%
45-54	30	28%	24%
55-64	7	6%	14%
65+			4%

Gender	#	%	State Avg
Male	65	60%	60%
Female	44	40%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	72	66%	75%
Hisp-Puerto Rican	33	30%	▲ 12%
Hispanic-Other	4	4%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			6%

Race	#	%	State Avg
Black/African American	36	33%	▲ 17%
Other	34	31%	▲ 14%
White/Caucasian	34	31%	▼ 65%
Hawaiian/Other Pacific Islander	3	3%	0%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Multiple Races			1%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	75	-8%
Admits	46	49	-6%
Discharges	30	52	-42% ▼
Service Hours	2,170	2,087	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		30	43%	35%	37%	8%

Service Utilization

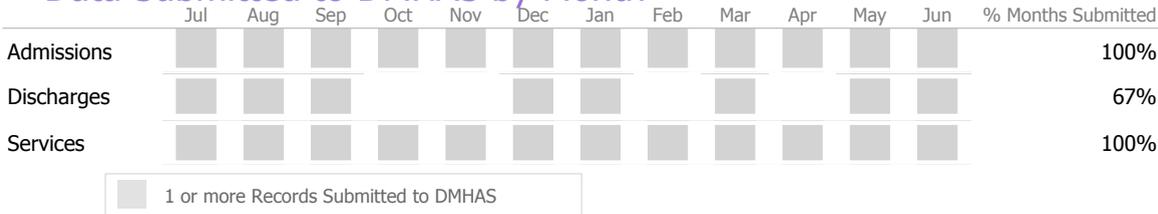
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		90%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

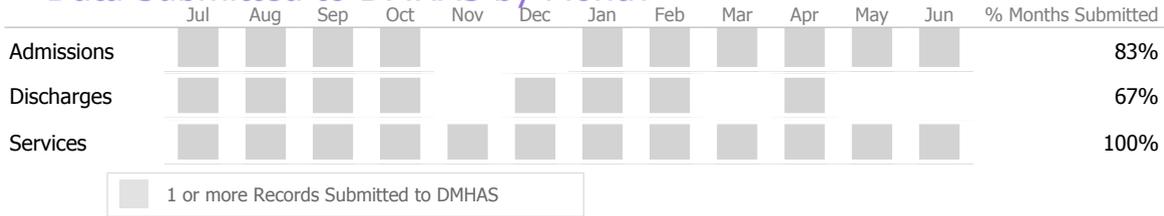
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	45	0%
Admits	23	19	21% ▲
Discharges	17	23	-26% ▼
Service Hours	2,032	1,973	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs