

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	206	134	54%	▲
	Admits	105	30	250%	▲
	Discharges	26	23	13%	▲
	Service Hours	12,980	9,037	44%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	187	90.8%
Addiction			
	Case Management	19	9.2%

Consumer Satisfaction Survey (Based on 93 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Access		91%	80%	88%
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		87%	80%	92%
✓ Overall		87%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		75%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	25	12%	16%
26-34	39	19%	23%
35-44	32	16%	20%
45-54	47	23%	24%
55-64	53	26% ▲	14%
65+	10	5%	4%

Gender	#	%	State Avg
Male	123	60%	60%
Female	83	40%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	187	91% ▲	75%
Hispanic-Other	11	5%	6%
Hisp-Puerto Rican	8	4%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	
Unknown		6%	

Race	#	%	State Avg
White/Caucasian	139	67%	65%
Black/African American	56	27%	17%
Other	8	4%	14%
Asian	2	1%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			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	37	18	106% ▲
Admits	29	9	222% ▲
Discharges	10	10	0%
Service Hours	1,456	679	114% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	80%	50%	60%	30% ▲

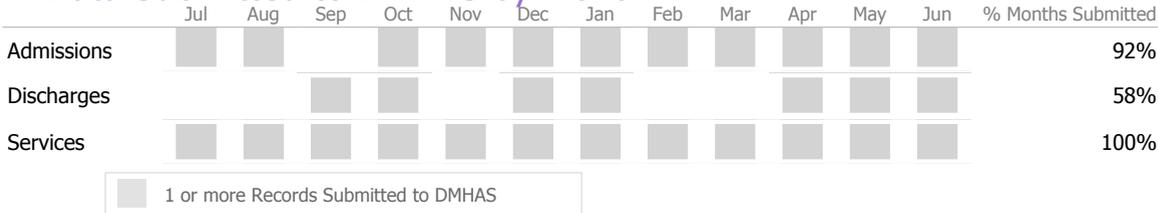
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	97%	60%	48%	37% ▲
Stable Living Situation		37	100%	80%	65%	20% ▲
Employed		0	0%	20%	5%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	96%	90%	67%	6%

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	64	34	88% ▲
Admits	31	6	417% ▲
Discharges	6	1	500% ▲
Service Hours	3,776	2,019	87% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	60%	10% ▲

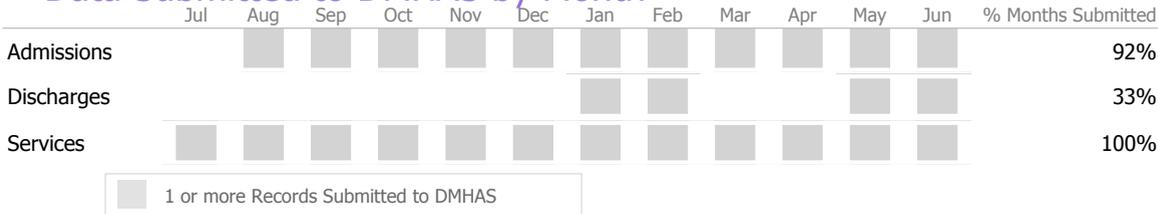
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		61	95%	60%	48%	35% ▲
✓ Stable Living Situation		60	94%	80%	65%	14% ▲
● Employed		3	5%	20%	5%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	100%	90%	67%	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	93	80	16% ▲
Admits	24	13	85% ▲
Discharges	7	10	-30% ▼
Service Hours	5,928	6,002	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	71%	50%	60%	21% ▲

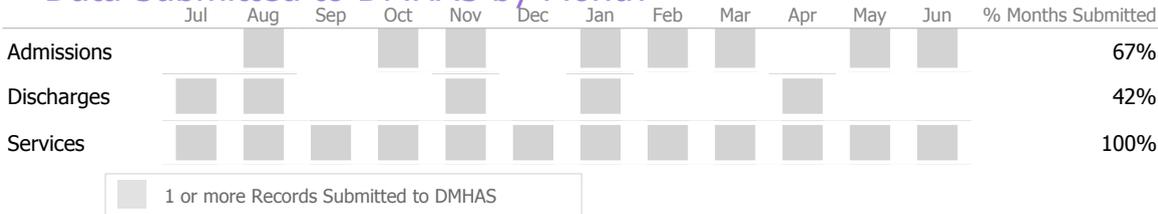
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		88	94%	60%	48%	34% ▲
Stable Living Situation		93	99%	80%	65%	19% ▲
Employed		4	4%	20%	5%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	100%	90%	67%	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	19	0	
Admits	19	-	
Discharges	1	-	
Service Hours	1,517	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

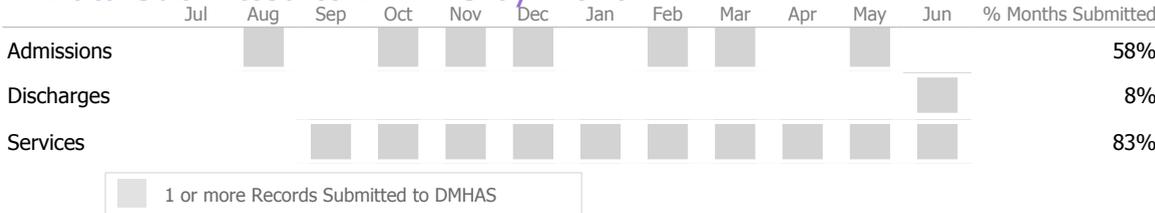
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		19	100%	60%	48%	40% ▲
Stable Living Situation		19	100%	80%	77%	20% ▲
Employed		0	0%	20%	19%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	93%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	303	338	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	60%	50% ▲

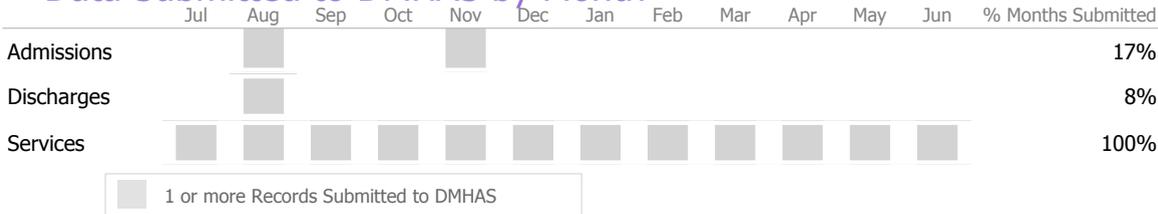
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	48%	20% ▲
✓ Stable Living Situation		5	100%	80%	65%	20% ▲
● Employed		0	0%	20%	5%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	67%	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