

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	99	89	11%	▲
	Admits	17	21	-19%	▼
	Discharges	23	5	360%	
	Service Hours	17,877	16,192	10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	56	55.4%
	Residential Services	45	44.6%

Consumer Satisfaction Survey (Based on 71 FY13 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	2	2%	▼ 16%
26-34	10	10%	▼ 23%
35-44	16	16%	20%
45-54	44	44%	▲ 24%
55-64	22	22%	14%
65+	5	5%	4%

Gender	#	%	State Avg
Female	53	54%	▲ 40%
Male	46	46%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	84	85%	75%
Hisp-Puerto Rican	12	12%	12%
Hispanic-Other	3	3%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	57	58%	65%
Black/African American	42	42%	▲ 17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 14%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	40	13% ▲
Admits	7	10	-30% ▼
Discharges	8	2	300% ▲
Service Hours	11,107	11,106	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	76%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	71%	50%	70%	21% ▲

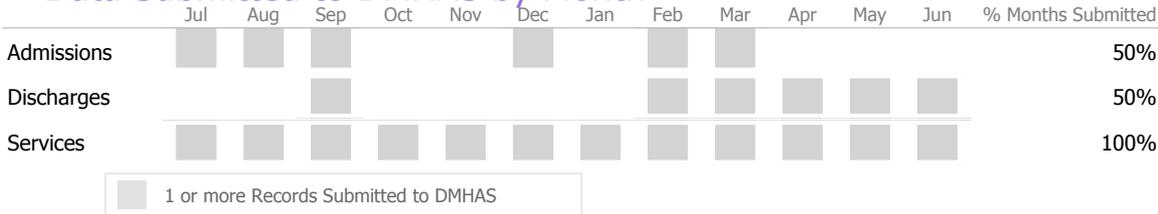
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		39	87%	60%	86%	27% ▲
Stable Living Situation		44	98%	85%	93%	13% ▲
Employed		15	33%	25%	13%	8% ▲
Improved/Maintained Axis V GAF Score		7	17%	95%	68%	-78% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	49	14% ▲
Admits	10	11	-9%
Discharges	15	3	400% ▲
Service Hours	6,769	5,086	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		53	95%	85%	89%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	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		84%

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