

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	180	183	-2%
	Admits	43	51	-16% ▼
	Discharges	60	51	18% ▲
	Service Hours	1,672	695	141% ▲
	Bed Days	8,733	9,019	-3%
	S.Rehab/PHP/IOP	9,383	12,001	-22% ▼

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

Consumer Satisfaction Survey (Based on 123 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		93%	80%	88%
✓ Outcome		89%	80%	83%
✓ Recovery		87%	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	Social Rehabilitation	140	60.1%
	Residential Services	71	30.5%
	Case Management	22	9.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	10	6%	16%	Male	107	60%	60%
26-34	23	13%	23%	Female	72	40%	40%
35-44	26	14%	20%				
45-54	53	29%	24%				
55-64	54	30% ▲	14%				
65+	14	8%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	160	89% ▲	75%	White/Caucasian	123	68%	65%
Hispanic-Other	9	5%	6%	Black/African American	43	24%	17%
Hisp-Puerto Rican	8	4%	12%	Other	14	8%	14%
Hispanic-Mexican	2	1%	0%	Am. Indian/Native Alaskan			1%
Unknown	1	1%	6%	Asian			1%
Hispanic-Cuban			0%	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	22	23	-4%
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Service Hours	681	585	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	85%	89%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	4	4	0%
Discharges	2	7	-71% ▼
Service Hours	406	37	1012% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	70%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	93%	60%	86%	33% ▲
✓ Stable Living Situation		15	100%	85%	93%	15% ▲
● Employed		2	13%	25%	13%	-12% ▼
● Improved/Maintained Axis V GAF Score		7	50%	95%	68%	-45% ▼

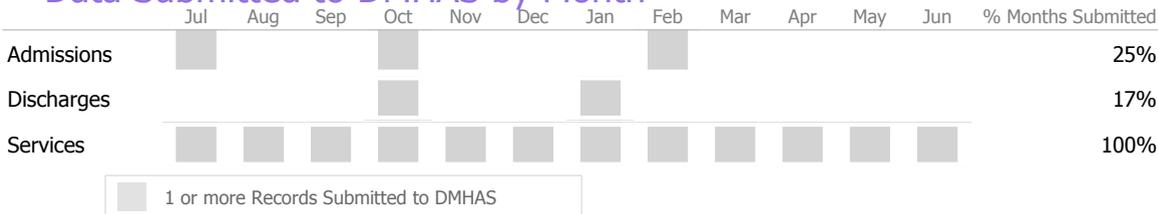
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	98%	10%

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	100%	96%

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	26	31	-16% ▼
Admits	2	6	-67% ▼
Discharges	3	7	-57% ▼
Service Hours	585	73	702% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	70%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		23	88%	60%	86%	28% ▲
Stable Living Situation		26	100%	85%	93%	15% ▲
Employed		5	19%	25%	13%	-6%
Improved/Maintained Axis V GAF Score		19	73%	95%	68%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	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	140	141	-1%
Admits	27	29	-7%
Discharges	44	25	76% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	9,383	12,001	-22% ▼

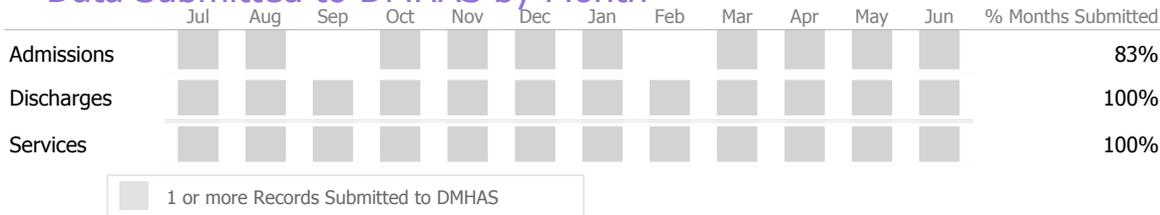
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	98	98%	90%	81%	8%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	20	-30% ▼
Admits	2	8	-75% ▼
Discharges	3	8	-63% ▼
Bed Days	4,179	3,987	5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	80%	78%	-47% ▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	87%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	93%
✓ SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Recovery

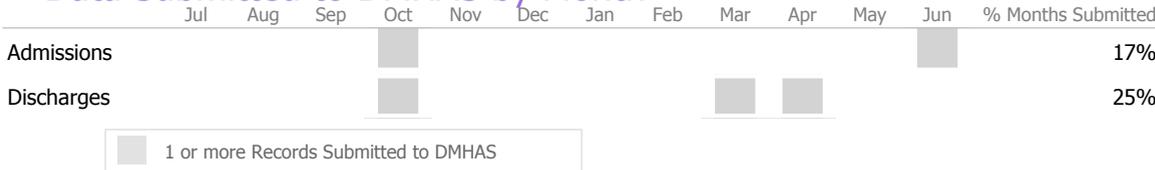
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	79%	60%	77%	19% ▲
✓ Stable Living Situation		14	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		7	54%	95%	64%	-41% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	711 days	0.9	95%	90%	96%	5%



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	7	6	17% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	2,114	2,190	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	66%	-60% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	81%	40% ▲
Stable Living Situation		7	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		3	50%	95%	68%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	2,512 days	0.9	97%	90%	95%	7%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

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

Legend: Grey bar = 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	14	10	40% ▲
Admits	6	2	200% ▲
Discharges	7	2	250% ▲
Bed Days	2,440	2,842	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	57%	80%	78%	-23% ▼
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	87%	1%
✓ Follow-up within 30 Days of Discharge		4	100%	90%	81%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	93%
✓ SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Recovery

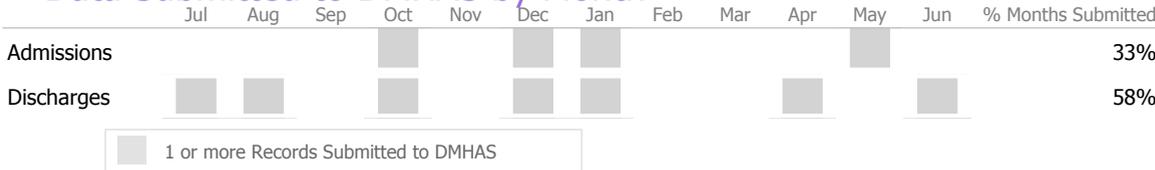
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	86%	60%	77%	26% ▲
✓ Stable Living Situation		14	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		9	82%	95%	64%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	549 days	0.6	84%	90%	96%	-6%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Group Home Programs