

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	489	502	-3%
	Admits	261	274	-5%
	Discharges	266	272	-2%
	Service Hours	10,911	6,740	62% ▲
	Bed Days	3,869	4,339	-11% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	304	61.2%
	Case Management	178	35.8%
	Residential Services	15	3.0%

### Consumer Satisfaction Survey (Based on 121 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		98%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		86%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	52	11%	16%	Male	273	56%	60%
26-34	93	19%	23%	Female	216	44%	40%
35-44	120	25%	20%				
45-54	144	30%	24%				
55-64	71	15%	14%				
65+	8	2%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	414	85%	75%	Black/African American	220	45%	▲ 17%
Hispanic-Other	36	7%	6%	White/Caucasian	208	43%	▼ 65%
Hisp-Puerto Rican	36	7%	12%	Other	46	9%	14%
Unknown	2	0%	6%	Multiple Races	7	1%	1%
Hispanic-Mexican	1	0%	0%	Unknown	3	1%	3%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	2	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Asian	1	0%	1%

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	3	6	-50% ▼
Discharges	4	9	-56% ▼
Bed Days	2,609	2,881	-9%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	60%	66%	-35% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	81%	40% ▲
✓ Stable Living Situation		9	100%	95%	96%	5%
● Employed		1	11%	25%	8%	-14% ▼
● Improved/Maintained Axis V GAF Score		2	22%	95%	68%	-73% ▼

### Data Submission Quality

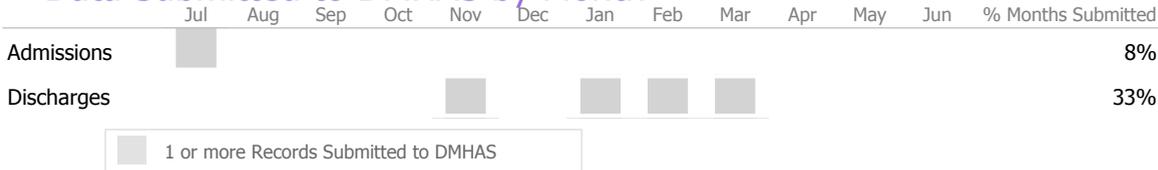
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	76%
✓ SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	97%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	533 days	1.1	71%	90%	95%	-19% ▼

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

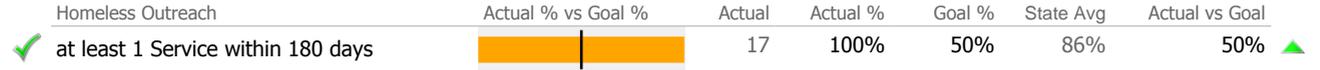
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

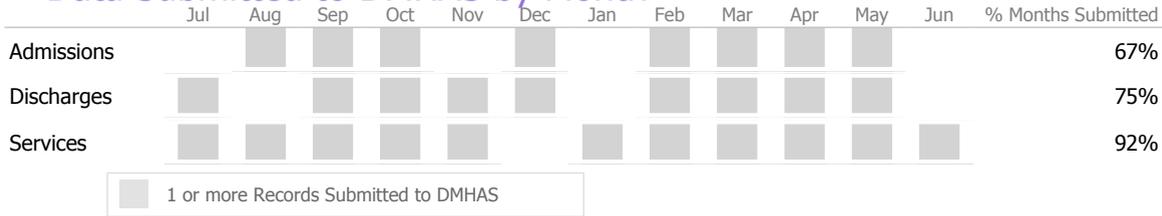
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	34	-3%
Admits	17	18	-6%
Discharges	18	16	13% ▲
Service Hours	1,099	1,090	1%

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 41 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	2	2	0%
Discharges	3	2	50% ▲
Bed Days	1,260	1,458	-14% ▼

### 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	83%	76%
SA Screen Complete	83%	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		1	33%	60%	66%	-27% ▼

### Recovery

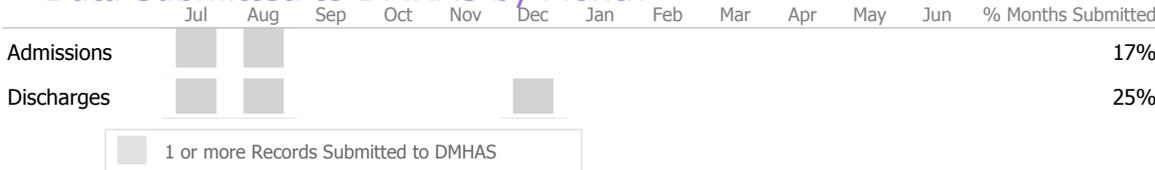
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	81%	40% ▲
Stable Living Situation		6	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		1	17%	95%	68%	-78% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	500 days	0.7	86%	90%	95%	-4%

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	21	10	110% ▲
Admits	13	5	160% ▲
Discharges	4	2	100% ▲
Service Hours	826	310	167% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	33%	35%	37%	-2%

### Service Utilization

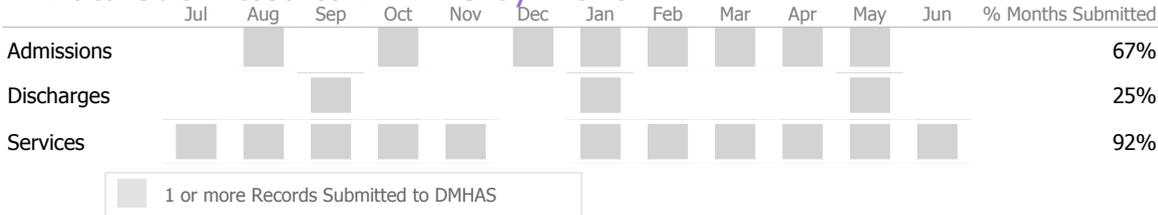
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	94%	10%

### 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

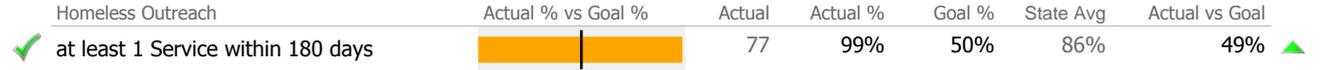
Actual    |    Goal    
 Goal Met    
 Below Goal

\* State Avg based on 40 Active Employment Services Programs

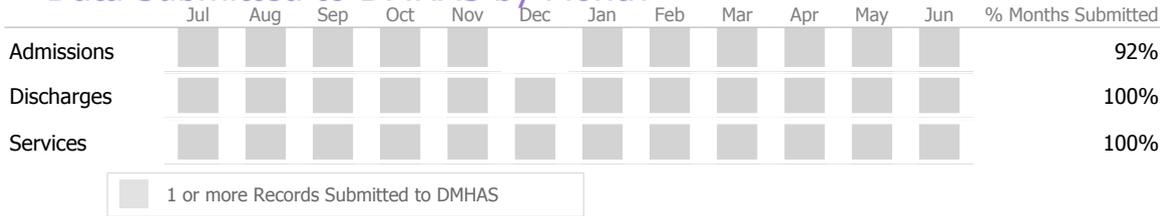
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	172	-13% ▼
Admits	80	117	-32% ▼
Discharges	96	102	-6%
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 41 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	92	11% ▲
Admits	48	29	66% ▲
Discharges	39	38	3%
Service Hours	2,791	2,638	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		30	29%	35%	37%	-6%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 40 Active Employment Services Programs

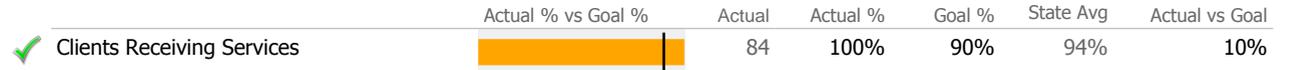
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	181	183	-1%
Admits	98	97	1%
Discharges	102	103	-1%
Service Hours	6,195	2,702	129% ▲

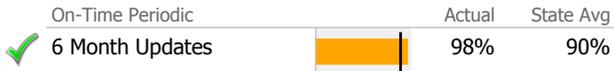
### Recovery



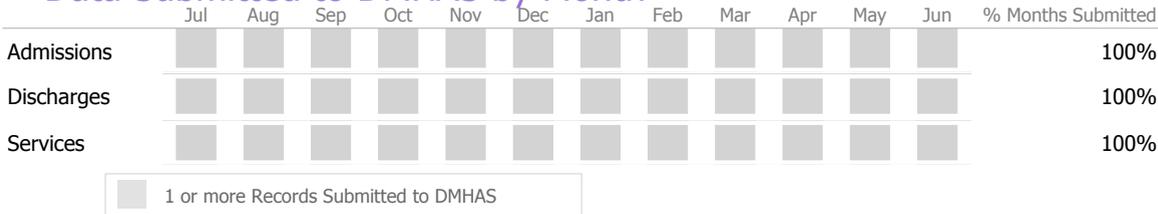
### Service Utilization



### Data Submission Quality



### 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