

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	310	271	14%	▲
	Admits	78	74	5%	
	Discharges	36	42	-14%	▼
	Service Hours	10,915	10,909	0%	
	S.Rehab/PHP/IOP	9,780	10,442	-6%	

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

### Consumer Satisfaction Survey (Based on 138 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		92%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		88%	80%	83%
✓ Recovery		82%	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	265	69.0%
	Employment Services	119	31.0%

### Client Demographics

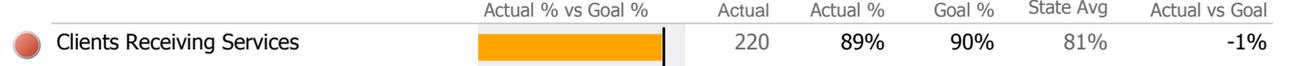
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	22	7%	16%	Male	157	51%	60%
26-34	44	14%	23%	Female	153	49%	40%
35-44	30	10%	20%				
45-54	110	36%	24%				
55-64	73	24%	14%				
65+	29	9%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	288	93%	75%	White/Caucasian	276	89%	65%
Unknown	11	4%	6%	Black/African American	12	4%	17%
Hisp-Puerto Rican	9	3%	12%	Other	12	4%	14%
Hispanic-Other	2	1%	6%	Unknown	8	3%	3%
Hispanic-Cuban			0%	Asian	1	0%	1%
Hispanic-Mexican			0%	Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

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

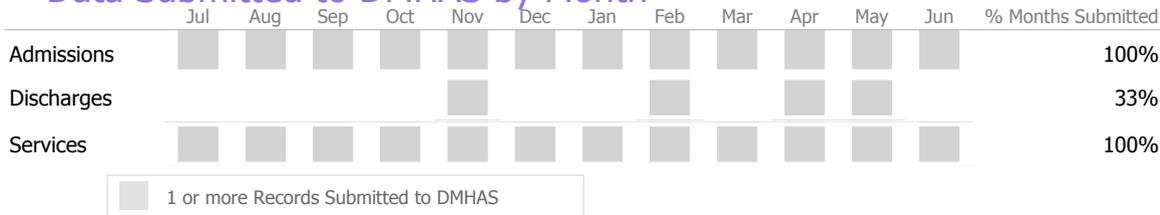
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	255	217	18% ▲
Admits	45	32	41% ▲
Discharges	9	8	13% ▲
Service Hours	1,991	2,366	-16% ▼
Social Rehab/PHP/IOP Days	9,780	10,442	-6%

### Service Utilization



### 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	119	128	-7%
Admits	21	42	-50% ▼
Discharges	27	34	-21% ▼
Service Hours	8,924	8,543	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		51	43%	35%	37%	8%

### Service Utilization

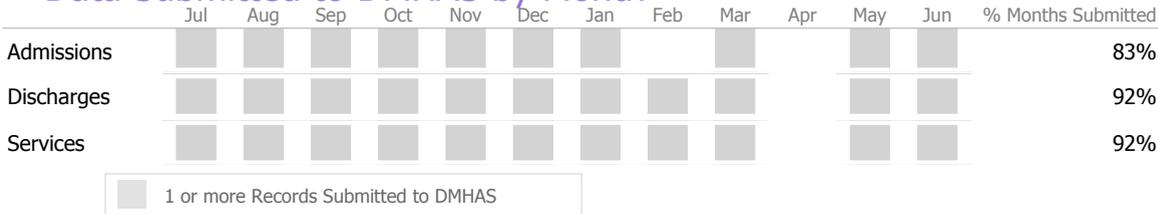
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		89	97%	90%	94%	7%

### 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

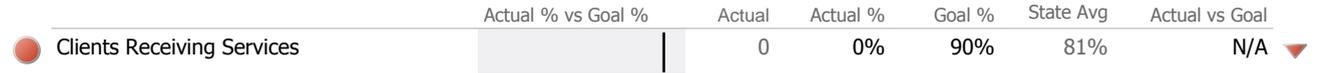
Actual   
  Goal   
  Goal Met   
  Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	0	
Admits	12	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 39 Active Social Rehabilitation Programs