

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	209	180	16%	▲
	Admits	59	53	11%	▲
	Discharges	47	34	38%	▲
	Service Hours	3,155	2,943	7%	
	Bed Days	1,792	1,566	14%	▲

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

Consumer Satisfaction Survey (Based on 41 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		90%	80%	79%
✓ Outcome		87%	80%	83%
✓ Respect		86%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	84	39.8%
	Housing Services	74	35.1%
	Residential Services	18	8.5%
Addiction	Residential Services	35	16.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	26	12%	15%	Female	154	74%	42%	
26-34	46	22%	22%	Male	55	26%	58%	
35-44	47	22%	19%	Race	Black/African American	109	52%	17%
45-54	55	26%	25%		White/Caucasian	64	31%	64%
55-64	29	14%	15%		Other	20	10%	14%
65+	6	3%	4%		Multiple Races	15	7%	1%
Ethnicity	#	%	State Avg		Asian	1	0%	1%
Non-Hispanic	153	73%	75%		Am. Indian/Native Alaskan			1%
Hisp-Puerto Rican	46	22%	12%	Hawaiian/Other Pacific Islander			0%	
Hispanic-Other	8	4%	6%	Unknown			3%	
Unknown	2	1%	6%					
Hispanic-Cuban			0%					
Hispanic-Mexican			0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	74	0%
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

 > 10% Over
  < 10% Under

 Actual
  Goal
  Goal Met
  Below Goal

* State Avg based on 5 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	4	2	100% ▲
Discharges	3	1	200% ▲
Service Hours	1,011	1,069	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	81%	9%

Service Utilization

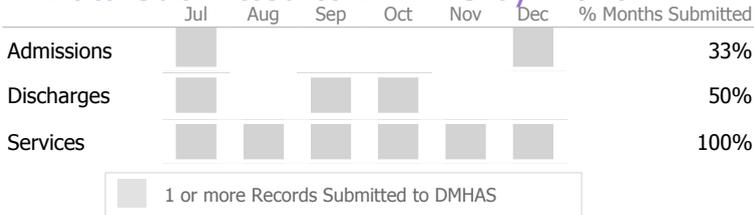
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	87%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	2	4	-50% ▼
Discharges	5	3	67% ▲
Service Hours	1,493	1,742	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	50%	63%	50% ▲

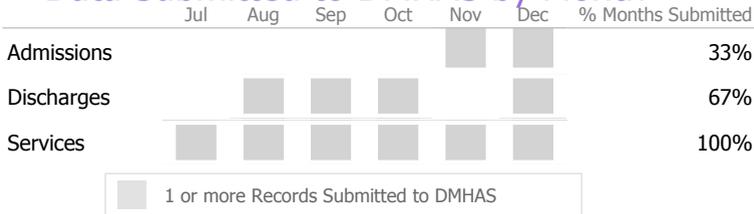
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	100%	60%	84%	40% ▲
Stable Living Situation		17	94%	85%	94%	9%
Improved/Maintained Axis V GAF Score		15	94%	95%	61%	-1%
Employed		0	0%	25%	10%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	86%	90%	95%	-4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

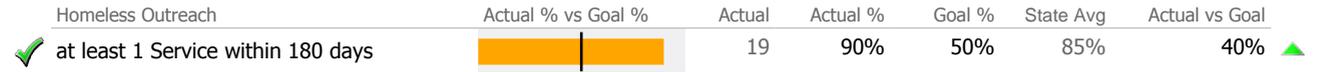
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Residential Support Programs

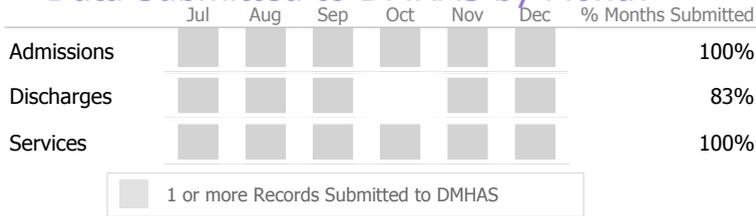
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	31	71% ▲
Admits	21	14	50% ▲
Discharges	11	3	267% ▲
Service Hours	107	111	-3%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	7	100% ▲
Admits	1	7	-86% ▼
Discharges	2	-	
Service Hours	544	22	2401% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	81%	15% ▲

Service Utilization

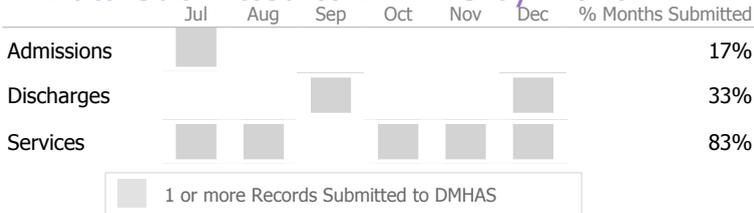
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

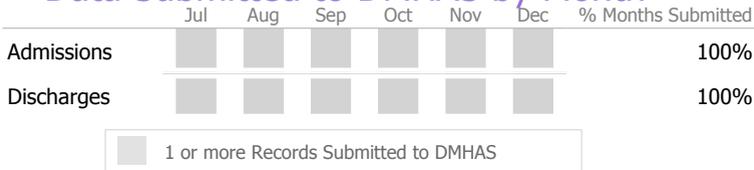
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	34	3%
Admits	31	26	19% ▲
Discharges	26	27	-4%
Bed Days	1,792	1,566	14% ▲

Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Supported Recovery Houses Programs