

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	52	52	0%
	Admits	35	33	6%
	Discharges	32	34	-6%
	Service Hours	843	1,045	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	52	100.0%

Consumer Satisfaction Survey (Based on 13 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%
✓ Participation in Treatment		92%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	7	14%	16%
26-34	18	37% ▲	23%
35-44	14	29%	20%
45-54	9	18%	24%
55-64			14% ▼
65+	1	2%	4%

Gender	#	%	State Avg
Female	51	98% ▲	40%
Male	1	2% ▼	60%

Ethnicity	#	%	State Avg
Non-Hispanic	36	69%	75%
Hisp-Puerto Rican	9	17%	12%
Hispanic-Other	3	6%	6%
Hispanic-Mexican	2	4%	0%
Hispanic-Cuban	1	2%	0%
Unknown	1	2%	6%

Race	#	%	State Avg
Black/African American	24	46% ▲	17%
White/Caucasian	15	29% ▼	65%
Other	11	21%	14%
Asian	2	4%	1%
Am. Indian/Native Alaskan			1%
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	21	21	0%
Admits	8	12	-33% ▼
Discharges	8	7	14% ▲
Service Hours	510	765	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	62%	50%	60%	12% ▲

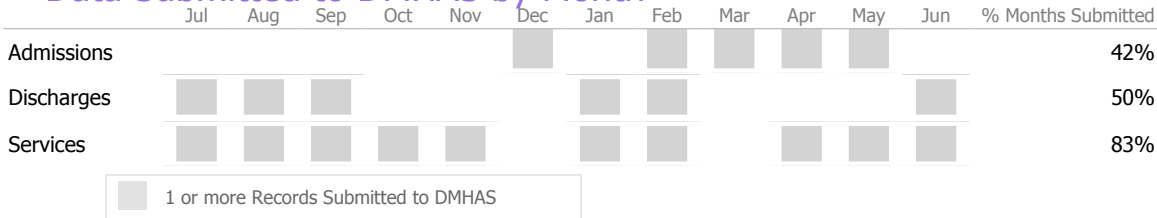
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	95%	60%	48%	35% ▲
✓ Stable Living Situation		22	100%	80%	65%	20% ▲
● Employed		2	9%	20%	5%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	31	0%
Admits	27	21	29% ▲
Discharges	24	27	-11% ▼
Service Hours	333	280	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic 6 Month Updates	N/A	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	46%	50%	60%	-4%

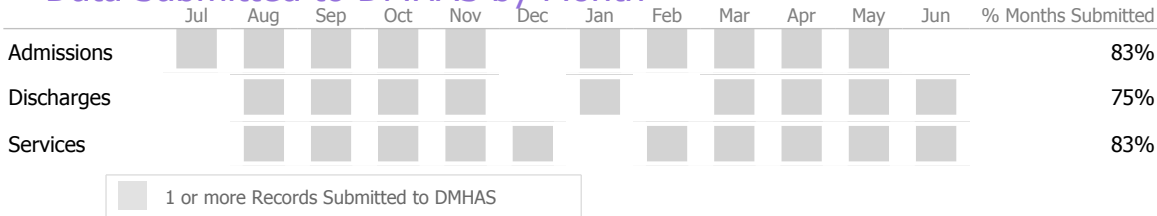
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	80%	65%	20% ▲
✓ Social Support		22	71%	60%	48%	11% ▲
✓ Employed		8	26%	20%	5%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs