

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	19	19	0%
	Admits	1	1	0%
	Discharges	1	1	0%
↗	Service Hours	42	26	65% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	19	100.0%

Consumer Satisfaction Survey

(Based on 9 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		88%	80%	91%
● Outcome		78%	80%	83%
● Recovery		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34	1	5%	21% ▼
35-44	4	21%	22%
45-54	4	21%	19%
55-64	10	53%	20% ▲
65+			8%

Gender	#	%	State Avg
Male	13	68%	58%
Female	6	32%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	19	100%	70% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Hisp-Puerto Rican			12% ▼
Unknown			10%

Race	#	%	State Avg
White/Caucasian	18	95%	62% ▲
Black/African American	1	5%	17% ▼
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			6%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	42%	85%	90%	-43% ▼

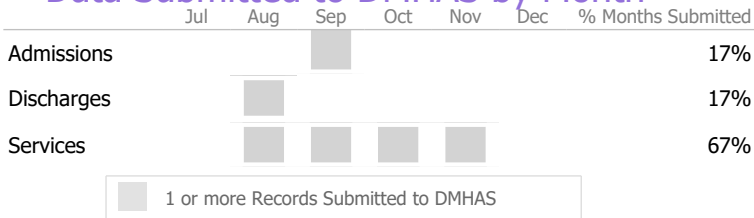
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	44%	90%	95%	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.