

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	259	139	86%	▲
	Admits	124	52	138%	▲
	Discharges	145	4	3525%	
	Service Hours	1,858	1,964	-5%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	259	100.0%

Consumer Satisfaction Survey

(Based on 43 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ General Satisfaction		88%	80%	92%
✓ Access		88%	80%	88%
✓ Respect		88%	80%	91%
✓ Outcome		85%	80%	83%
✓ Recovery		80%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	4	2%	▼ 14%
26-34	28	14%	24%
35-44	39	19%	20%
45-54	65	32%	22%
55-64	57	28%	▲ 16%
65+	9	4%	5%

Gender	#	%	State Avg
Male	225	87%	▲ 60%
Female	34	13%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	138	53%	▲ 6%
Non-Hispanic	65	25%	▼ 74%
Hisp-Puerto Rican	50	19%	13%
Hispanic-Other	4	2%	7%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	104	40%	▼ 65%
Black/African American	101	39%	▲ 16%
Other	46	18%	13%
Unknown	6	2%	3%
Asian	1	0%	1%
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	28	27	4%
Admits	2	1	100% ▲
Discharges	6	1	500% ▲
Service Hours	744	1,081	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	100%	85%	91%	15% ▲

Service Utilization

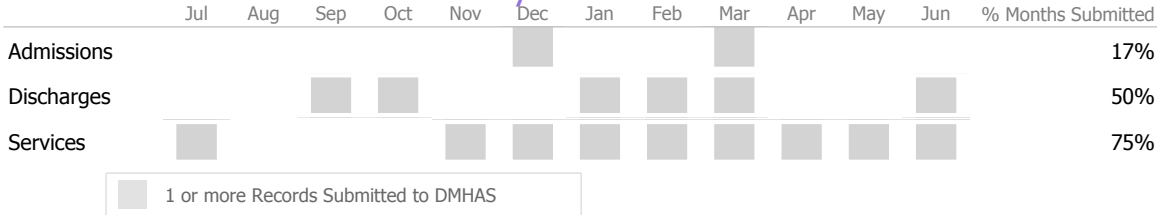
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

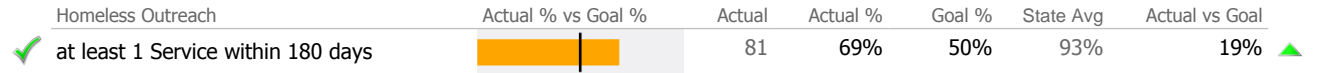
Actual Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	85	138% ▲
Admits	117	48	144% ▲
Discharges	138	-	
Service Hours	82	2	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	27	7%
Admits	5	3	67% ▲
Discharges	1	3	-67% ▼
Service Hours	1,032	882	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	100%	85%	85%	15% ▲

Service Utilization

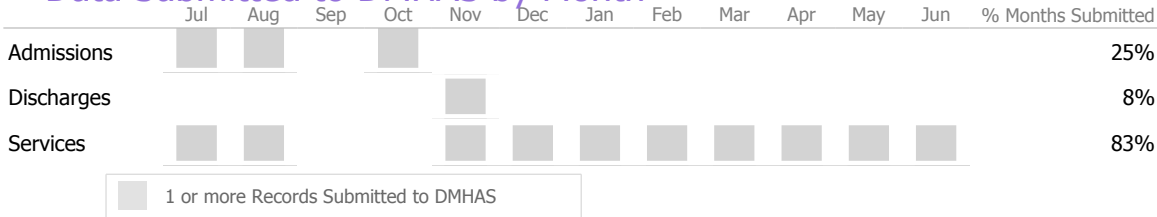
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs