

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	286	259	10%
	Admits	176	124	42% ▲
	Discharges	228	146	56% ▲
	Service Hours	1,544	1,864	-17% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	286	100.0%

Consumer Satisfaction Survey

(Based on 49 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		92%	80%	88%
✓ Outcome		91%	80%	83%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		88%	80%	91%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	5	2%	13% ▼
26-34	28	13%	24% ▼
35-44	42	20%	20%
45-54	68	32%	21% ▲
55-64	63	29%	16% ▲
65+	9	4%	5%

Gender	#	%	State Avg
Male	242	85%	60% ▲
Female	44	15%	40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	173	60%	7% ▲
Hisp-Puerto Rican	60	21%	12%
Non-Hispanic	47	16%	72% ▼
Hispanic-Other	5	2%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	133	47%	17% ▲
White/Caucasian	86	30%	64% ▼
Other	62	22%	13%
Unknown	3	1%	4%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%
Multiple Races			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	23	28	-18% ▼
Admits	1	2	-50% ▼
Discharges	1	6	-83% ▼
Service Hours	792	744	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	85%	91%	15% ▲

Service Utilization

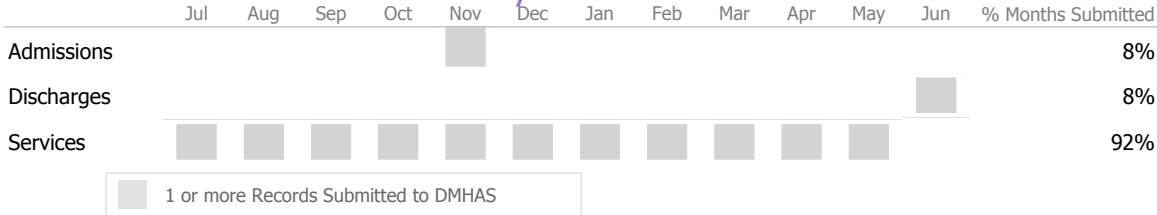
NOMS	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

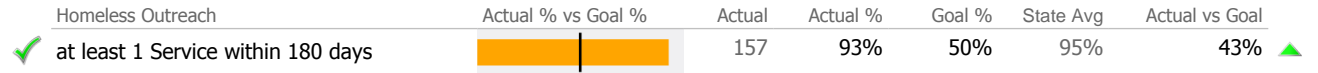
Actual Goal Goal Met Below Goal

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

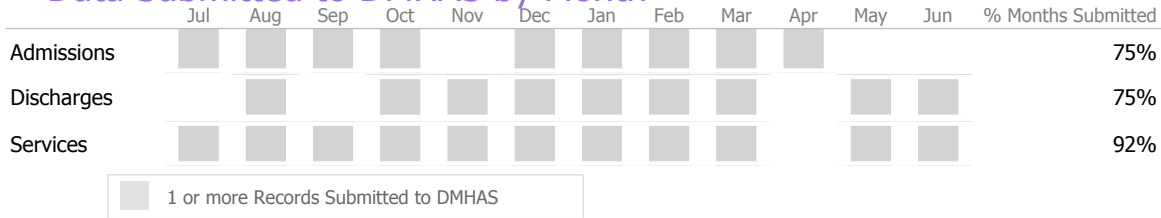
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	232	202	15% ▲
Admits	170	117	45% ▲
Discharges	224	138	62% ▲
Service Hours	1	82	-98% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	29	10% ▲
Admits	5	5	0%
Discharges	3	2	50% ▲
Service Hours	751	1,037	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	94%	85%	85%	9%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs