

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	18	18	0%
	Admits			
	Discharges			
	Service Hours	18	93	-80% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	18	100.0%

Consumer Satisfaction Survey

(Based on 9 FY19 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		89%	80%	91%
✓ Recovery		88%	80%	79%
● Outcome		63%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	1	6%	9%
26-34	2	11% ▼	22%
35-44	3	17%	21%
45-54	4	22%	20%
55-64	8	44% ▲	20%
65+			7%

Gender	#	%	State Avg
Male	12	67%	59%
Female	6	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	18	100% ▲	71%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			12% ▼
Unknown			9%

Race	#	%	State Avg
White/Caucasian	17	94% ▲	64%
Black/African American	1	6%	16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	-	
Discharges	-	-	
Service Hours	18	93	-80% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	33%	85%	90%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	44%	90%	93%	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs