

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| ∇ | Unique Clients | 19 | 18 | 6% |
| | Admits | 1 | | |
| | Discharges | 1 | | |
| ∖ | Service Hours | 18 | 159 | -88% ▼ |

▲ > 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 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 | 5% | 10% |
| 26-34 | 2 | 11% ▼ | 23% |
| 35-44 | 3 | 16% | 22% |
| 45-54 | 4 | 21% | 20% |
| 55-64 | 9 | 47% ▲ | 19% |
| 65+ | | | 7% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Male | 13 | 68% | 60% |
| Female | 6 | 32% | 40% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|--------|-----------|
| Non-Hispanic | 19 | 100% ▲ | 70% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hispanic-Other | | | 8% |
| Hisp-Puerto Rican | | | 12% ▼ |
| Unknown | | | 9% |

| Race | # | % | State Avg |
|---------------------------------|----|-------|-----------|
| White/Caucasian | 18 | 95% ▲ | 63% |
| Black/African American | 1 | 5% ▼ | 17% |
| 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 | 19 | 18 | 6% |
| Admits | 1 | - | |
| Discharges | 1 | - | |
| Service Hours | 18 | 159 | -88% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 6 | 32% | 85% | 89% | -53% ▼ |

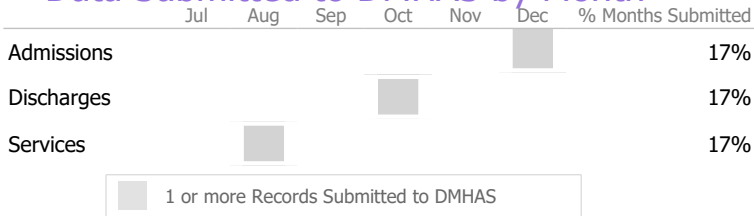
Service Utilization

| | 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 | | 90% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | | 91% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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