

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	133	126	6%
	Admits	16	13	23% ▲
	Discharges	16	13	23% ▲
	Service Hours	2,546	2,513	1%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	133	100.0%

### Consumer Satisfaction Survey

(Based on 93 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Access		92%	80%	88%
✓ Outcome		90%	80%	83%
✓ Recovery		88%	80%	79%
✓ General Satisfaction		86%	80%	92%

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

### Client Demographics

Age	#	%	State Avg
18-25	3	2%	11%
26-34	24	18%	23%
35-44	23	17%	22%
45-54	23	17%	20%
55-64	44	33% ▲	18%
65+	16	12%	6%

Gender	#	%	State Avg
Male	72	54%	60%
Female	61	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	123	92% ▲	70%
Hispanic-Other	5	4%	8%
Hisp-Puerto Rican	5	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	94	71%	62%
Black/African American	29	22%	17%
Other	7	5%	13%
Asian	2	2%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			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	53	51	4%
Admits	5	4	25% ▲
Discharges	5	2	150% ▲
Service Hours	960	1,101	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	57%	10% ▲

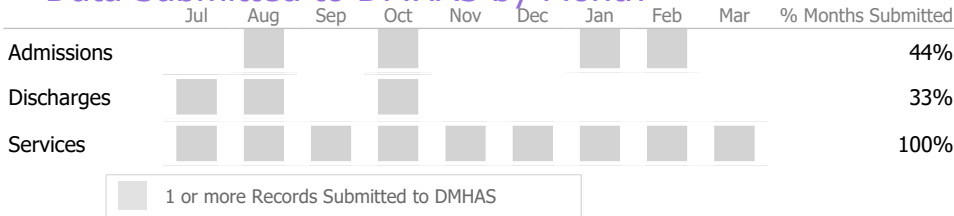
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	96%	60%	71%	36% ▲
✓ Stable Living Situation		53	100%	80%	76%	20% ▲
● Employed		3	6%	20%	12%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	83%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	78	4%
Admits	11	9	22% ▲
Discharges	11	11	0%
Service Hours	1,586	1,412	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	55%	50%	57%	5%

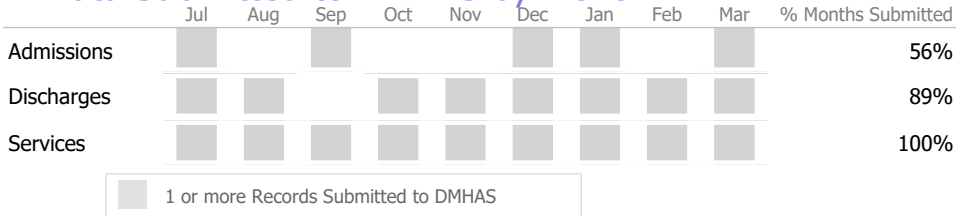
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		78	95%	60%	71%	35% ▲
✓ Stable Living Situation		81	99%	80%	76%	19% ▲
● Employed		5	6%	20%	12%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	100%	90%	83%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs