

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	19	20	-5%
	Admits	1	2	-50% ▼
	Discharges	2	2	0%
↘	Service Hours	18	210	-91% ▼

▲ > 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	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%

### Client Demographics

Age	#	%	State Avg
18-25	1	5%	11%
26-34	2	11% ▼	23%
35-44	3	16%	22%
45-54	4	21%	20%
55-64	9	47% ▲	18%
65+			6%

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			10%

Race	#	%	State Avg
White/Caucasian	18	95% ▲	62%
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%

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	18	210	-91% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	37%	85%	89%	-48% ▼

### Service Utilization

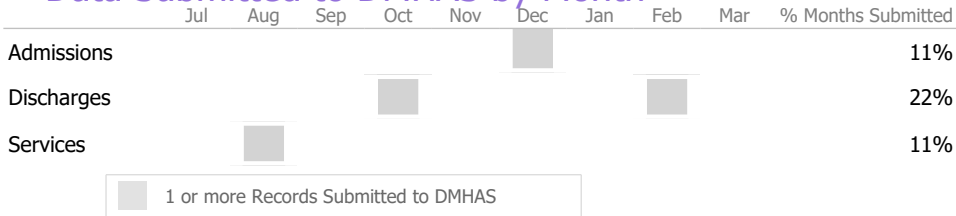
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	47%	90%	96%	-43% ▼

### 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