

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	86	77	12%	▲
	Admits	21	17	24%	▲
	Discharges	20	12	67%	▲
	Service Hours	1,171	1,570	-25%	▼

▲ > 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	86	100.0%

### Consumer Satisfaction Survey (Based on 51 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		88%	80%	91%
✓ Overall		86%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		86%	80%	92%
✓ General Satisfaction		86%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		80%	80%	83%
● Recovery		74%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	1	1%	11%
26-34	4	5%	23%
35-44	11	13%	22%
45-54	22	27%	20%
55-64	36	43%	18%
65+	9	11%	6%

Gender	#	%	State Avg
Male	70	81%	60%
Female	16	19%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	57	66%	69%
Hisp-Puerto Rican	18	21%	11%
Unknown	7	8%	11%
Hispanic-Other	3	3%	8%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	43	50%	17%
White/Caucasian	24	28%	62%
Other	16	19%	13%
Unknown	2	2%	6%
Asian	1	1%	1%
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	29	26	12% ▲
Admits	5	4	25% ▲
Discharges	5	2	150% ▲
Service Hours	530	637	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	97%	85%	91%	12% ▲

### Service Utilization

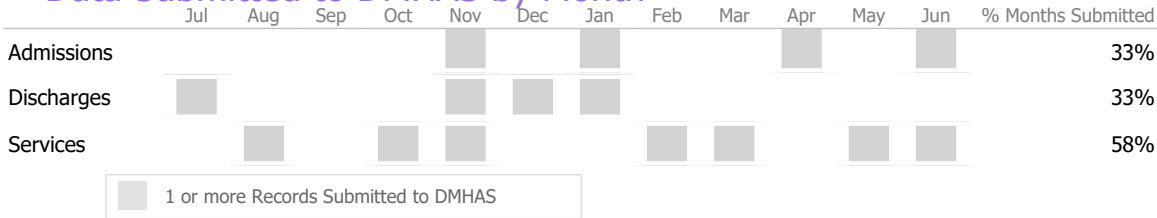
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

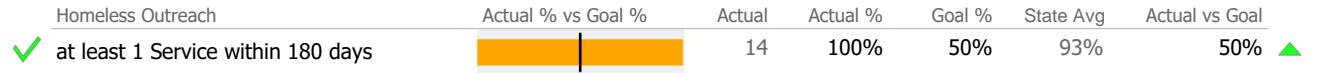
Actual    Goal    Goal Met    Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

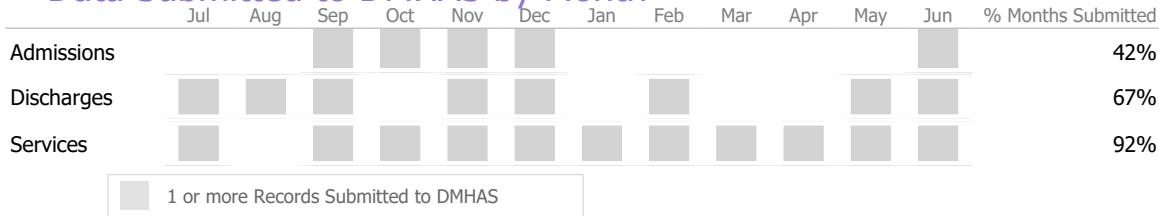
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	19	26% ▲
Admits	14	10	40% ▲
Discharges	12	10	20% ▲
Service Hours	39	8	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	32	6%
Admits	2	3	-33% ▼
Discharges	3	-	
Service Hours	603	925	-35% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	100%	85%	89%	15% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	97%	10%

### 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 99 Active Supportive Housing – Scattered Site Programs