

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	20	20	0%
	Admits	2	2	0%
	Discharges	2	2	0%
	Service Hours	20	233	-91% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	20	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%	11%
26-34	2	10% ▼	23%
35-44	3	15%	22%
45-54	4	20%	20%
55-64	10	50% ▲	18%
65+			6%

Gender	#	%	State Avg
Male	14	70%	60%
Female	6	30%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	20	100% ▲	69%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			8%
Hisp-Puerto Rican			11% ▼
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	19	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			6%

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

Program Activity

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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	40%	85%	89%	-45% ▼

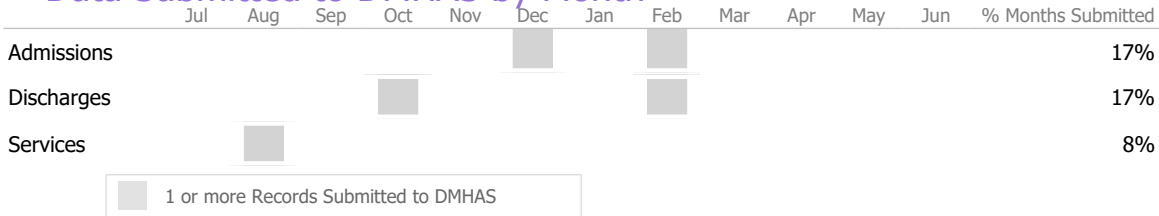
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	50%	90%	97%	-40% ▼

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