

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	69	90	-23% ▼
	Admits	2	5	-60% ▼
	Discharges	7	22	-68% ▼
	Service Hours	1,473	2,217	-34% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	69	100.0%

Consumer Satisfaction Survey

(Based on 45 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Outcome		86%	80%	83%
✓ Participation in Treatment		86%	80%	92%
✓ Overall		82%	80%	91%
✓ Access		82%	80%	88%
✓ Respect		80%	80%	91%
● Recovery		57%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			16% ▼
26-34	4	6%	24% ▼
35-44	5	7%	19% ▼
45-54	26	38%	23% ▲
55-64	30	43%	14% ▲
65+	4	6%	4%

Gender	#	%	State Avg
Male	65	94%	60% ▲
Female	4	6%	40% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	53	77%	75%
Hisp-Puerto Rican	12	17%	12%
Hispanic-Cuban	2	3%	0%
Hispanic-Other	2	3%	6%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
Black/African American	36	52%	17% ▲
White/Caucasian	18	26%	66% ▼
Other	12	17%	13%
Multiple Races	2	3%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	28	0%
Admits	1	3	-67% ▼
Discharges	2	1	100% ▲
Service Hours	708	1,074	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		71%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	31	-55% ▼
Admits	-	2	-100% ▼
Discharges	1	17	-94% ▼
Service Hours	9	250	-97% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	92%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	31	-10%
Admits	1	-	
Discharges	4	4	0%
Service Hours	756	893	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	100%	85%	89%	15% ▲

Service Utilization

	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		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs