

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	45	43	5%
	Admits	10	7	43% ▲
	Discharges	11	7	57% ▲
	Service Hours	3,346	2,875	16% ▲

▲ > 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	45	100.0%

### Consumer Satisfaction Survey (Based on 38 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Recovery		100%	80%	79%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Outcome		97%	80%	83%
✓ Respect		97%	80%	91%
✓ General Satisfaction		95%	80%	92%

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

### Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	5	11%	16%	Male	27	60%	60%
26-34	5	11%	24%	Female	18	40%	40%
35-44	3	7%	19%				
45-54	18	40%	23%				
55-64	12	27%	14%				
65+	2	4%	4%				

Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	38	84%	75%	Black/African American	28	62%	17%
Hisp-Puerto Rican	4	9%	12%	White/Caucasian	12	27%	66%
Hispanic-Other	2	4%	6%	Other	5	11%	13%
Hispanic-Mexican	1	2%	1%	Am. Indian/Native Alaskan			1%
Hispanic-Cuban			0%	Asian			1%
Unknown			6%	Multiple Races			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	20	23	-13% ▼
Admits	3	6	-50% ▼
Discharges	4	6	-33% ▼
Service Hours	1,499	1,145	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	85%	93%	15% ▲

### Service Utilization

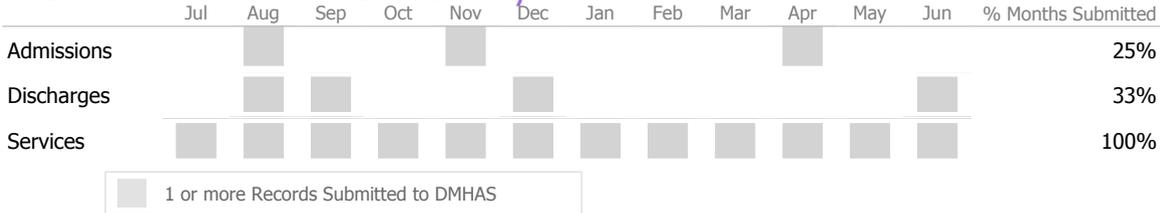
NOMS	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	88%	10%

### 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	9	6	50% ▲
Admits	4	1	300% ▲
Discharges	4	1	300% ▲
Service Hours	804	633	27% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	93%	15% ▲

### Service Utilization

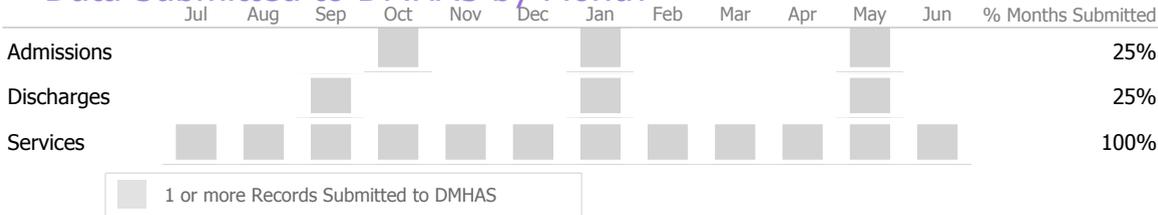
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	88%	10%

### 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	10	9	11% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	606	614	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	93%	15% ▲

### Service Utilization

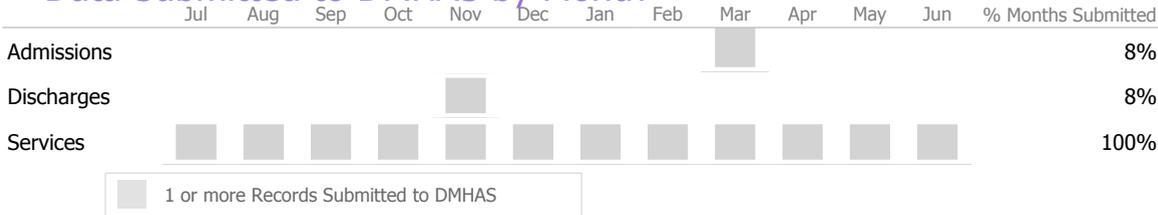
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	88%	10%

### 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	7	5	40% ▲
Admits	2	-	
Discharges	2	-	
Service Hours	437	483	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	89%	15% ▲

### Service Utilization

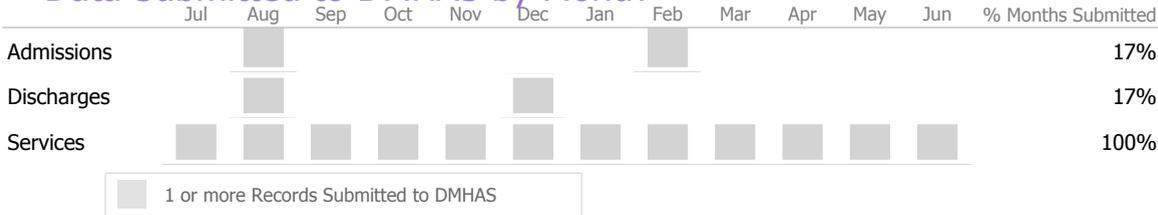
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	97%	10%

### 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