

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	110	99	11%	▲
	Admits	7	32	-78%	▼
	Discharges	15	5	200%	▲
	Service Hours	802	770	4%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	110	100.0%

Consumer Satisfaction Survey

(Based on 51 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		86%	80%	91%
✓ Access		86%	80%	88%
● General Satisfaction		78%	80%	92%
● Outcome		77%	80%	83%
● Recovery		68%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	3	3%	13%	Male	71	65%	59%
26-34	11	10%	23%	Female	39	35%	41%
35-44	18	16%	19%	Transgender			0%
45-54	36	33%	23%				
55-64	30	27%	16%				
65+	12	11%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	67	61%	75%	White/Caucasian	45	41%	65%
Hisp-Puerto Rican	30	27%	12%	Black/African American	42	38%	17%
Hispanic-Other	8	7%	6%	Other	16	15%	13%
Unknown	5	5%	6%	Hawaiian/Other Pacific Islander	5	5%	0%
Hispanic-Cuban		0%		Unknown	2	2%	3%
Hispanic-Mexican		1%		Am. Indian/Native Alaskan			0%
				Asian			1%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	-	-	
Discharges	1	-	
Service Hours	126	208	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	89%	10%

Service Utilization

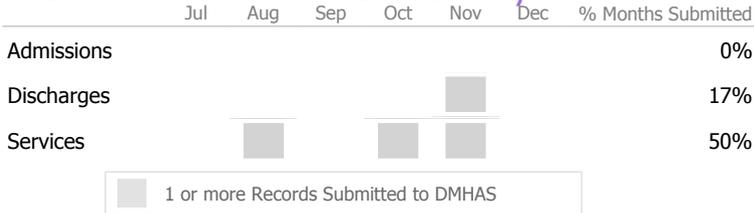
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	97%

On-Time Periodic	Actual	State Avg	
6 Month Updates		0%	68%

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	19	20	-5%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	118	157	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	89%	10%

Service Utilization

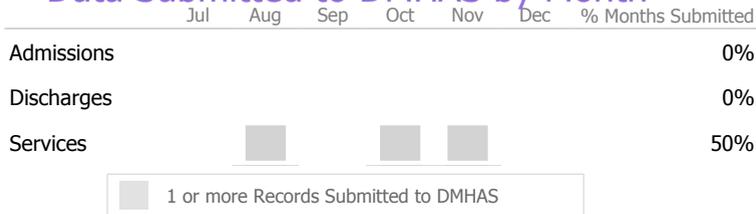
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	88%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		68%

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	24	26	-8%
Admits	1	2	-50% ▼
Discharges	-	4	-100% ▼
Service Hours	263	355	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	100%	85%	89%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		68%

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	25	23	9%
Admits	-	20	-100% ▼
Discharges	-	-	
Service Hours	124	14	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	89%	15% ▲

Service Utilization

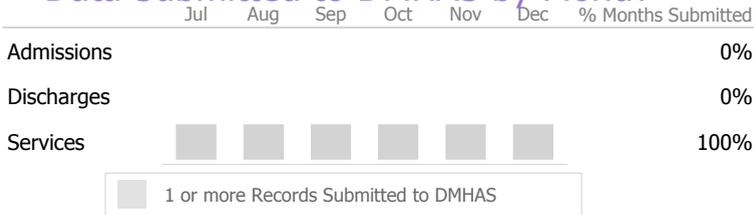
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	84%	90%	88%	-6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		68%

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	22	9	144% ▲
Admits	6	9	-33% ▼
Discharges	14	-	
Service Hours	170	35	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	86%	85%	80%	1%

Service Utilization

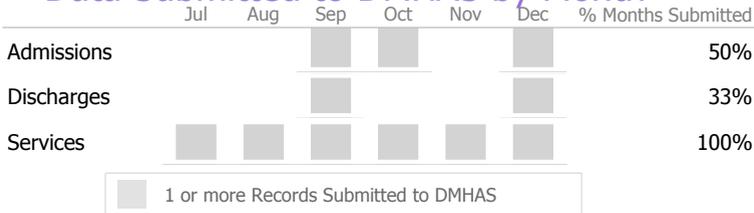
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs