

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	63	69	-9%
	Admits		2	-100% ▼
	Discharges	3	6	-50% ▼
	Service Hours	1,144	668	71% ▲

▲ > 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	63	100.0%

### Consumer Satisfaction Survey (Based on 34 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Access		82%	80%	88%
● Respect		75%	80%	91%
● Recovery		56%	80%	79%
● Outcome		50%	80%	83%

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

### Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25			▼ 13%	Male	60	95%	▲ 59%
26-34	4	6%	▼ 23%	Female	3	5%	▼ 41%
35-44	2	3%	▼ 19%	Transgender			0%
45-54	21	33%	23%				
55-64	31	49%	▲ 16%				
65+	5	8%	5%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	49	78%	75%	Black/African American	33	52%	▲ 17%
Hisp-Puerto Rican	10	16%	12%	White/Caucasian	17	27%	▼ 65%
Hispanic-Cuban	2	3%	0%	Other	10	16%	13%
Hispanic-Other	2	3%	6%	Multiple Races	2	3%	1%
Hispanic-Mexican			1%	Asian	1	2%	1%
Unknown			6%	Am. Indian/Native Alaskan			0%
				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	26	28	-7%
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	606	323	88% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	100%	85%	89%	15% ▲

### Service Utilization

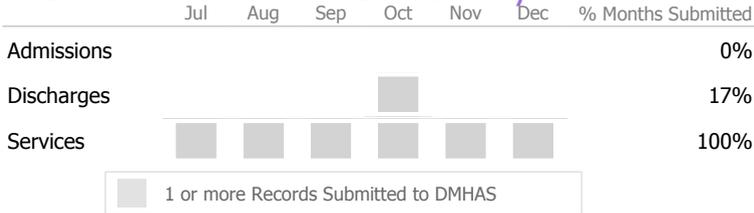
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	88%	10%

### 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	13	14	-7%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	9	-100% ▼

### 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%	80%	-50% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 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	24	28	-14% ▼
Admits	-	1	-100% ▼
Discharges	2	3	-33% ▼
Service Hours	538	336	60% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	100%	85%	80%	15% ▲

### Service Utilization

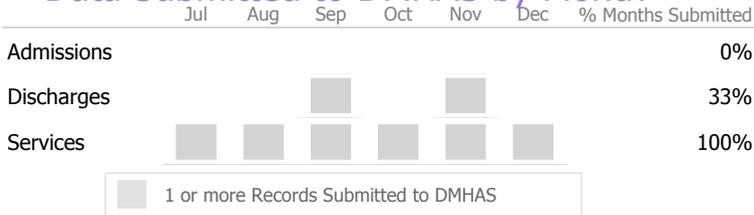
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	88%	10%

### 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