

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	50	40	25%	▲
	Admits	2			
	Discharges	4			
	Service Hours	3,162	2,288	38%	▲

▲ > 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	50	100.0%

### Consumer Satisfaction Survey

(Based on 47 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		96%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		84%	80%	83%
● Recovery		78%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25			▼ 13%
26-34	3	6%	▼ 23%
35-44	3	6%	▼ 19%
45-54	16	32%	23%
55-64	26	52%	▲ 16%
65+	2	4%	5%

Ethnicity	#	%	State Avg
Non-Hispanic	48	96%	▲ 75%
Hisp-Puerto Rican	2	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			6%
Unknown			6%

Gender	#	%	State Avg
Male	37	74%	▲ 59%
Female	13	26%	▼ 41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	36	72%	65%
Black/African American	13	26%	17%
Other	1	2%	▼ 13%
Am. Indian/Native Alaskan			0%
Asian			1%
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	22	21	5%
Admits	1	-	
Discharges	2	-	
Service Hours	1,001	1,013	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	85%	89%	10%

### Service Utilization

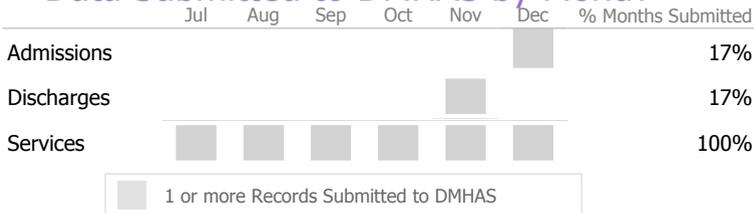
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	88%	10%

### 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	28	19	47% ▲
Admits	1	-	
Discharges	2	-	
Service Hours	2,162	1,275	70% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	68%	85%	80%	-17% ▼

### Service Utilization

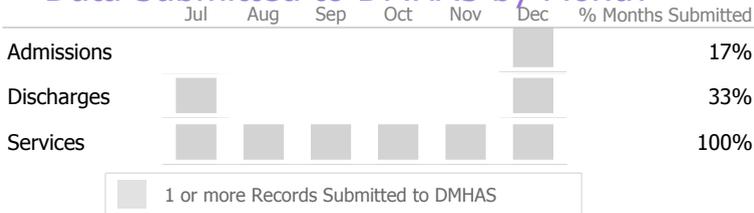
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	96%	90%	88%	6%

### Data Submission Quality

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

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