

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	253	242	5%
	Admits	44	54	-19% ▼
	Discharges	30	34	-12% ▼
	Service Hours	19,103	15,227	25% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	253	100.0%

Consumer Satisfaction Survey

(Based on 142 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		90%	80%	92%
✓ Respect		88%	80%	91%
✓ Overall		88%	80%	91%
✓ Participation in Treatment		87%	80%	92%
✓ Access		87%	80%	88%
✓ Quality and Appropriateness		87%	80%	93%
✓ Outcome		81%	80%	83%
● Recovery		77%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	28	11%	15%
26-34	62	25%	24%
35-44	33	13%	19%
45-54	46	18%	22%
55-64	68	27% ▲	15%
65+	16	6%	4%

Gender	#	%	State Avg
Male	151	60%	60%
Female	102	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	223	88% ▲	75%
Hispanic-Other	15	6%	7%
Hisp-Puerto Rican	14	6%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	171	68%	65%
Black/African American	61	24%	16%
Other	15	6%	13%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	3%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	42	10%
Admits	13	15	-13% ▼
Discharges	6	9	-33% ▼
Service Hours	3,876	2,134	82% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	50%	50%	56%	0%

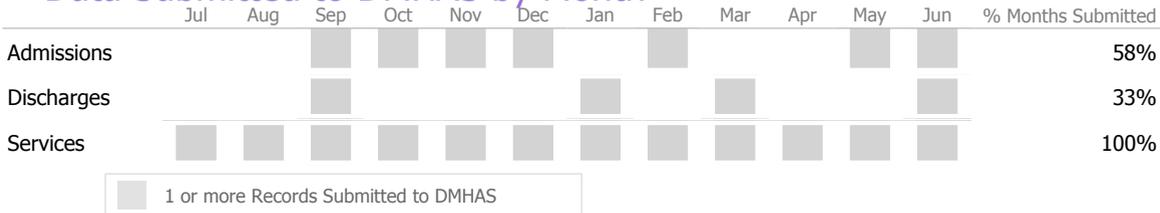
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	91%	60%	65%	31% ▲
✓ Stable Living Situation		44	96%	80%	82%	16% ▲
● Employed		0	0%	20%	12%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	78	4%
Admits	15	22	-32% ▼
Discharges	9	12	-25% ▼
Service Hours	6,049	4,642	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	56%	6%

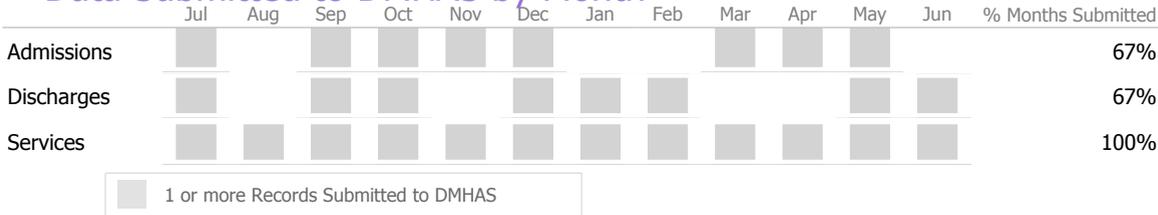
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	90%	60%	65%	30% ▲
✓ Stable Living Situation		78	94%	80%	82%	14% ▲
● Employed		2	2%	20%	12%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	98	1%
Admits	11	9	22% ▲
Discharges	9	10	-10%
Service Hours	6,515	6,034	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	67%	50%	56%	17% ▲

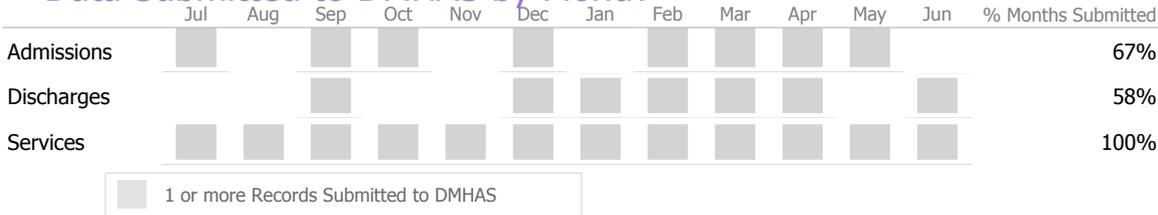
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		92	93%	60%	65%	33% ▲
✓ Stable Living Situation		98	99%	80%	82%	19% ▲
● Employed		6	6%	20%	12%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	4	7	-43% ▼
Discharges	5	3	67% ▲
Service Hours	2,338	2,157	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	56%	10% ▲

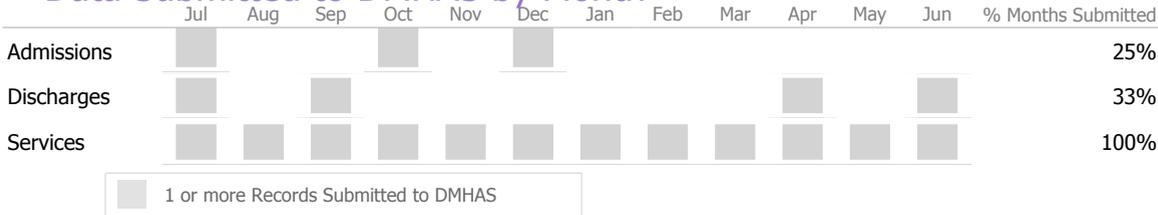
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	88%	60%	65%	28% ▲
✓ Stable Living Situation		25	96%	80%	82%	16% ▲
● Employed		1	4%	20%	12%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	325	261	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	56%	50% ▲

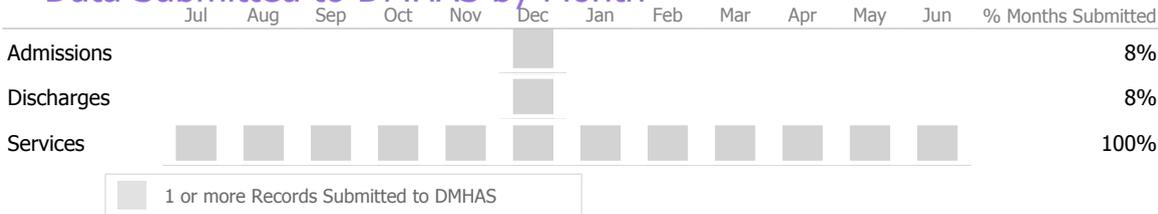
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	65%	40% ▲
✓ Stable Living Situation		5	100%	80%	82%	20% ▲
● Employed		0	0%	20%	12%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs