

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	79	74	7%
	Admits	11	6	83% ▲
	Discharges	4	7	-43% ▼
	Service Hours	1,923	1,473	31% ▲

▲ > 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	79	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	#	%	State Avg
18-25	1	1%	15% ▼
26-34	6	8%	24% ▼
35-44	4	5%	19% ▼
45-54	25	34%	22% ▲
55-64	34	46%	15% ▲
65+	5	7%	4%

Gender	#	%	State Avg
Male	72	91%	60% ▲
Female	7	9%	40% ▼
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	58	73%	75%
Hisp-Puerto Rican	14	18%	12%
Unknown	3	4%	6%
Hispanic-Cuban	2	3%	0%
Hispanic-Other	2	3%	7%
Hispanic-Mexican	0	0%	1%

Race	#	%	State Avg
Black/African American	40	51%	16% ▲
White/Caucasian	23	29%	65% ▼
Other	13	16%	13%
Multiple Races	2	3%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%
Unknown	0	0%	3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	1,076	708	52% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		27	100%	85%	90%	15% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		26	100%	90%	90%	10%

### Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		92% / 71%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

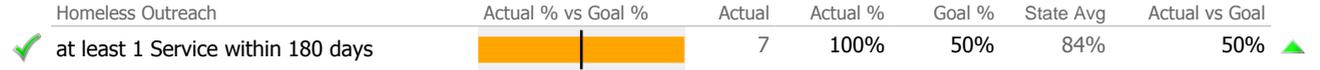
Actual Goal Goal Met Below Goal

\* State Avg based on 54 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	19	32% ▲
Admits	7	4	75% ▲
Discharges	-	1	-100% ▼
Service Hours	-	9	-100% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 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	27	28	-4%
Admits	3	1	200% ▲
Discharges	3	4	-25% ▼
Service Hours	847	756	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	100%	85%	79%	15% ▲

### Service Utilization

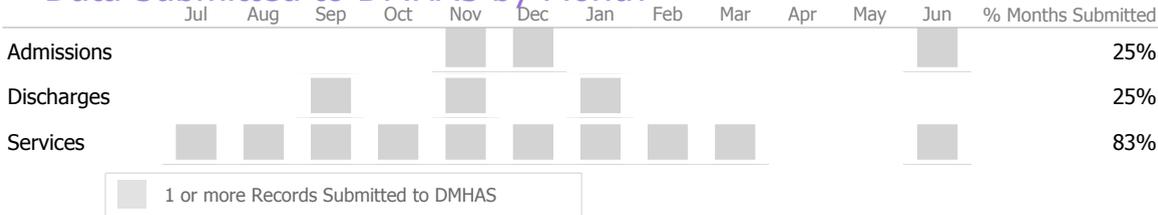
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	92%	90%	95%	2%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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