

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 27 | 29 | -7% |
| | Admits | | | |
| | Discharges | | | |
| | Service Hours | 41 | 68 | -39% ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | Case Management | 27 | 100.0% |

Consumer Satisfaction Survey (Based on 5 FY15 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 100% | 80% | 93% |
| ✓ Participation in Treatment | | 100% | 80% | 92% |
| ✓ Overall | | 100% | 80% | 91% |
| ✓ Respect | | 100% | 80% | 91% |
| ✓ Access | | 100% | 80% | 88% |
| ✓ Outcome | | 100% | 80% | 83% |
| ✓ General Satisfaction | | 80% | 80% | 92% |
| ● Recovery | | 60% | 80% | 79% |

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

Client Demographics

| Age | | | | Gender | | | |
|-------------------|----|-------|-----------|---------------------------------|----|-----|-----------|
| Age | # | % | State Avg | Gender | # | % | State Avg |
| 18-25 | 1 | 4% | 13% | Female | 14 | 52% | 42% |
| 26-34 | 2 | 7% ▼ | 22% | Male | 13 | 48% | 58% |
| 35-44 | 8 | 30% ▲ | 19% | | | | |
| 45-54 | 7 | 26% | 24% | | | | |
| 55-64 | 8 | 30% ▲ | 17% | | | | |
| 65+ | 1 | 4% | 5% | | | | |
| Ethnicity | | | | Race | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 21 | 78% | 75% | White/Caucasian | 19 | 70% | 66% |
| Hisp-Puerto Rican | 4 | 15% | 12% | Black/African American | 4 | 15% | 16% |
| Hispanic-Other | 2 | 7% | 6% | Other | 4 | 15% | 13% |
| Hispanic-Cuban | | | 0% | Am. Indian/Native Alaskan | | | 0% |
| Hispanic-Mexican | | | 1% | Asian | | | 1% |
| Unknown | | | 5% | 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 | 27 | 29 | -7% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 41 | 68 | -39% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 12 | 44% | 85% | 90% | -41% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 9 | 33% | 90% | 85% | -57% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 69% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 100% |

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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