

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	63	69	-9%
	Admits		2	-100% ▼
	Discharges	1	4	-75% ▼
	Service Hours	576	337	71% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	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	#	%	State Avg
18-25			▼ 13%
26-34	4	6%	▼ 22%
35-44	2	3%	▼ 19%
45-54	21	33%	24%
55-64	31	49%	▲ 17%
65+	5	8%	5%

Ethnicity	#	%	State Avg
Non-Hispanic	49	78%	75%
Hisp-Puerto Rican	10	16%	12%
Hispanic-Cuban	2	3%	0%
Hispanic-Other	2	3%	6%
Hispanic-Mexican			1%
Unknown			5%

Gender	#	%	State Avg
Male	60	95%	▲ 58%
Female	3	5%	▼ 42%

Race	#	%	State Avg
Black/African American	33	52%	▲ 16%
White/Caucasian	17	27%	▼ 66%
Other	10	16%	13%
Multiple Races	2	3%	1%
Asian	1	2%	1%
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	-	2	-100% ▼
Service Hours	293	165	78% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	100%	85%	90%	15% ▲

Service Utilization

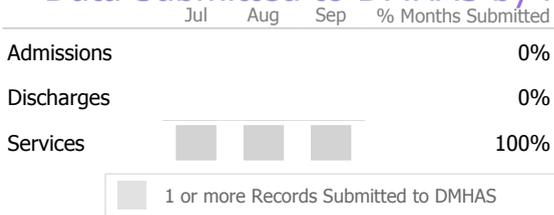
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	85%	10%

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



▲ > 10% Over ▼ < 10% Under

* 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%	76%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	1	1	0%
Service Hours	282	163	73% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	100%	85%	82%	15% ▲

Service Utilization

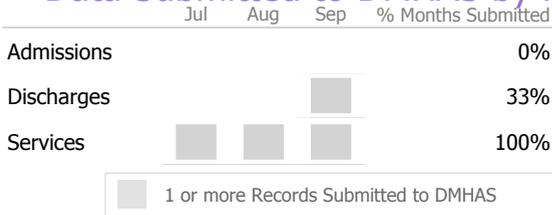
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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 70 Active Supportive Housing – Scattered Site Programs