

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	245	234	5%
	Admits	36	45	-20% ▼
	Discharges	20	25	-20% ▼
	Service Hours	14,026	10,869	29% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	245	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	25	10%	15%
26-34	60	24%	24%
35-44	32	13%	19%
45-54	46	19%	23%
55-64	66	27% ▲	15%
65+	16	7%	5%

Gender	#	%	State Avg
Male	148	60%	60%
Female	97	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	215	88% ▲	75%
Hispanic-Other	15	6%	7%
Hisp-Puerto Rican	14	6%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%
Unknown			5%

Race	#	%	State Avg
White/Caucasian	165	67%	65%
Black/African American	61	25%	17%
Other	14	6%	13%
Asian	3	1%	1%
Multiple Races	2	1%	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	43	42	2%
Admits	10	15	-33% ▼
Discharges	5	5	0%
Service Hours	2,822	1,678	68% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	50%	55%	-10% ▼

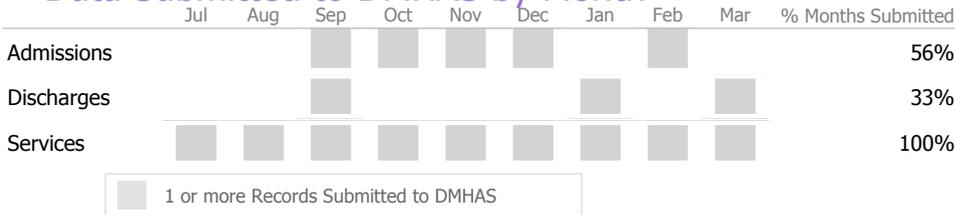
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		39	91%	60%	64%	31% ▲
Stable Living Situation		43	100%	80%	81%	20% ▲
Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	100%	90%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	74	5%
Admits	12	17	-29% ▼
Discharges	7	10	-30% ▼
Service Hours	4,247	3,219	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	55%	-7%

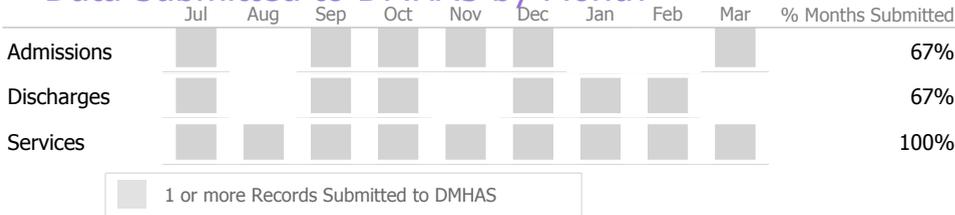
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		72	90%	60%	64%	30% ▲
Stable Living Situation		76	95%	80%	81%	15% ▲
Employed		1	1%	20%	10%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		73	100%	90%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	96	1%
Admits	9	7	29% ▲
Discharges	5	9	-44% ▼
Service Hours	4,734	4,372	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	55%	10% ▲

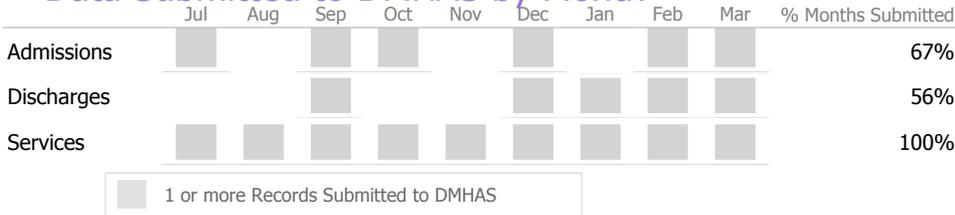
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		90	93%	60%	64%	33% ▲
✓ Stable Living Situation		96	99%	80%	81%	19% ▲
● Employed		5	5%	20%	10%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	100%	90%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	23	13% ▲
Admits	4	5	-20% ▼
Discharges	2	1	100% ▲
Service Hours	1,981	1,399	42% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	55%	0%

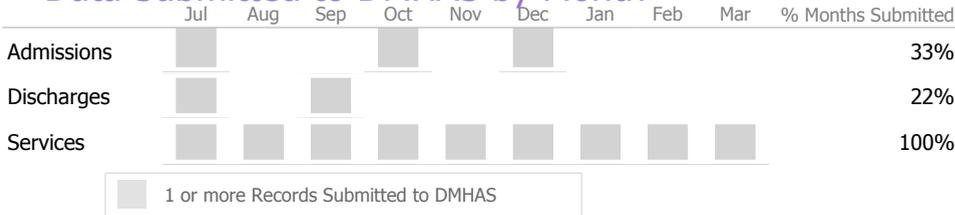
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	92%	60%	64%	32% ▲
✓ Stable Living Situation		26	100%	80%	81%	20% ▲
● Employed		1	4%	20%	10%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	242	202	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	55%	50% ▲

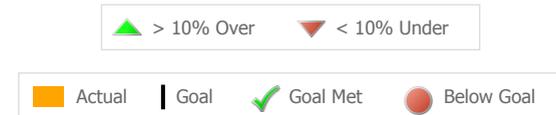
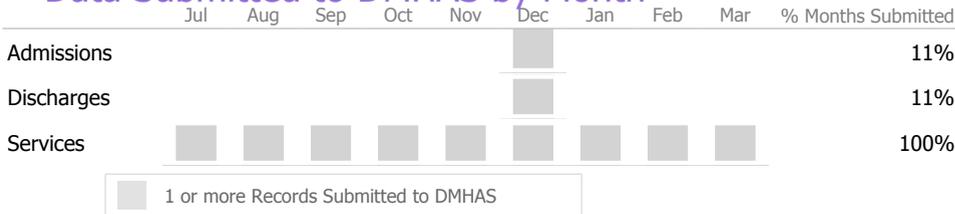
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	64%	40% ▲
✓ Stable Living Situation		5	100%	80%	81%	20% ▲
● Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	64%	10%

Data Submitted to DMHAS by Month



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