

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	52	48	8%
	Admits	4	8	-50% ▼
	Discharges	4		
	Service Hours	4,568	3,479	31% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	52	100.0%

Consumer Satisfaction Survey

(Based on 47 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		96%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		84%	80%	83%
● Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			15% ▼
26-34	3	6%	24% ▼
35-44	4	8%	19% ▼
45-54	16	31%	23%
55-64	27	52%	15% ▲
65+	2	4%	5%

Gender	#	%	State Avg
Male	38	73%	60% ▲
Female	14	27%	40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	50	96%	75% ▲
Hisp-Puerto Rican	2	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			5%

Race	#	%	State Avg
White/Caucasian	38	73%	65%
Black/African American	13	25%	17%
Other	1	2%	13% ▼
Am. Indian/Native Alaskan			0%
Asian			1%
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	23	21	10%
Admits	2	-	
Discharges	2	-	
Service Hours	1,470	1,511	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	85%	90%	15% ▲

Service Utilization

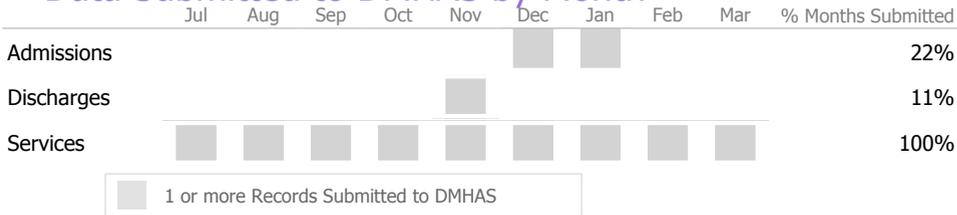
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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	29	27	7%
Admits	2	8	-75% ▼
Discharges	2	-	
Service Hours	3,098	1,968	57% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	90%	85%	80%	5%

Service Utilization

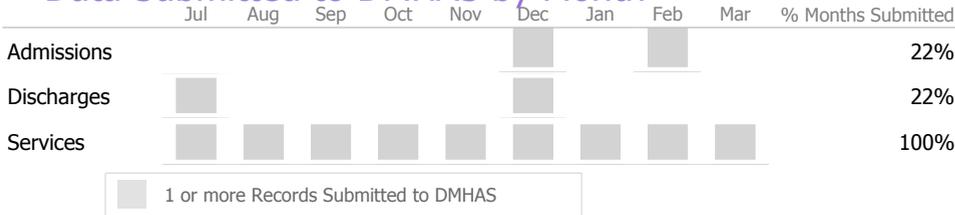
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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