

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
—	Unique Clients	27	27	0%
	Admits			
	Discharges			
↘	Service Hours	74	41	78% ▲

▲ > 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	27	100.0%

### Consumer Satisfaction Survey

(Based on 3 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Recovery		67%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	1	4%	12%
26-34	1	4%	▼ 22%
35-44	8	30%	▲ 19%
45-54	8	30%	23%
55-64	8	30%	▲ 18%
65+	1	4%	6%

Gender	#	%	State Avg
Male	14	52%	58%
Female	13	48%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	21	78%	75%
Hisp-Puerto Rican	4	15%	12%
Hispanic-Other	2	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	20	74%	65%
Other	4	15%	13%
Black/African American	3	11%	16%
Am. Indian/Native Alaskan			1%
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	27	27	0%
Admits	-	-	
Discharges	-	-	
Service Hours	74	41	78% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	33%	85%	83%	-52% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	33%	90%	87%	-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



▲ > 10% Over    ▼ < 10% Under

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