

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	28	30	-7%
	Admits		1	-100% ▼
	Discharges	1	1	0%
	Service Hours	415	344	21% ▲

▲ > 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	28	100.0%

### Consumer Satisfaction Survey

(Based on 22 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%
✓ Respect		100%	80%	91%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		82%	80%	83%
● Recovery		67%	80%	79%

### Client Demographics

Age	#	%	State Avg
18-25	1	4%	12%
26-34	5	18%	22%
35-44	2	7%	19%
45-54	7	25%	23%
55-64	12	43%	18%
65+	1	4%	6%

Gender	#	%	State Avg
Female	16	57%	42% ▲
Male	12	43%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	26	93%	75% ▲
Unknown	2	7%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			12% ▼

Race	#	%	State Avg
White/Caucasian	22	79%	65% ▲
Black/African American	4	14%	16%
Multiple Races	1	4%	1%
Other	1	4%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	30	-7%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	415	344	21% ▲

### Discharge Outcomes

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	89%	60%	57%	29% ▲
✓ Stable Living Situation		25	89%	80%	72%	9%
● Employed		1	4%	20%	9%	-16% ▼

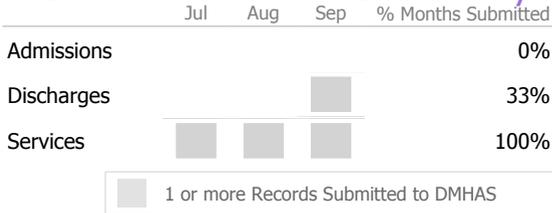
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	58%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		63%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs