

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	230	221	4%
	Admits	2	8	-75% ▼
	Discharges	11	7	57% ▲
	Service Hours	4,756	4,324	10%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	230	100.0%

Consumer Satisfaction Survey

(Based on 143 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		85%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	7%	12%
26-34	61	27%	22%
35-44	30	13%	19%
45-54	41	18%	23%
55-64	68	30% ▲	18%
65+	13	6%	6%

Gender	#	%	State Avg
Male	136	59%	58%
Female	94	41%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	202	88% ▲	75%
Hispanic-Other	15	7%	7%
Hisp-Puerto Rican	12	5%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	155	67%	65%
Black/African American	56	24%	16%
Other	13	6%	13%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	3%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	34	21% ▲
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	1,061	602	76% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	50%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	93%	60%	57%	33% ▲
✓ Stable Living Situation		39	95%	80%	72%	15% ▲
● Employed		1	2%	20%	9%	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% / 96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 63%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	58%	10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	70	7%
Admits	1	3	-67% ▼
Discharges	5	2	150% ▲
Service Hours	1,669	1,325	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		67	89%	60%	57%	29% ▲
✓ Stable Living Situation		74	99%	80%	72%	19% ▲
● Employed		3	4%	20%	9%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	100%	90%	58%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	90	0%
Admits	-	2	-100% ▼
Discharges	5	1	400% ▲
Service Hours	1,622	1,562	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	94%	60%	57%	34% ▲
Stable Living Situation		89	99%	80%	72%	19% ▲
Employed		4	4%	20%	9%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	100%	90%	58%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	24	-13% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	319	730	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

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

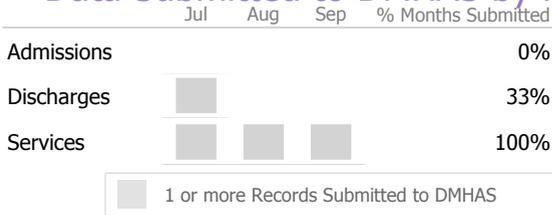
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	90%	60%	57%	30% ▲
✓ Stable Living Situation		21	100%	80%	72%	20% ▲
● Employed		1	5%	20%	9%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	58%	10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	86	105	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	50%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	57%	40% ▲
✓ Stable Living Situation		4	100%	80%	72%	20% ▲
● Employed		0	0%	20%	9%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	58%	10%

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