

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	163	137	19%	▲
	Admits	15	9	67%	▲
	Discharges	21	2	950%	
	Service Hours	1,086	1,172	-7%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Housing Services	74	44.8%
	Case Management	72	43.6%
	Residential Services	19	11.5%

### Consumer Satisfaction Survey

(Based on 58 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		98%	80%	92%
✓ Outcome		96%	80%	83%
✓ Recovery		94%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	11	7%	12%
26-34	22	14%	22%
35-44	32	20%	19%
45-54	53	33%	23%
55-64	33	20%	18%
65+	11	7%	6%

Gender	#	%	State Avg
Female	103	63%	▲ 42%
Male	60	37%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	117	72%	75%
Hisp-Puerto Rican	27	17%	12%
Hispanic-Other	14	9%	7%
Unknown	5	3%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	82	50%	▲ 16%
White/Caucasian	53	33%	▼ 65%
Other	26	16%	13%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			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	74	74	0%
Admits	-	-	
Discharges	-	-	

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 6 Active Housing Coordination Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	316	315	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	83%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	87%	10%

### 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

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	19	19	0%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	468	737	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	92%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	84%	60%	87%	24% ▲
Stable Living Situation		19	100%	85%	93%	15% ▲
Improved/Maintained Axis V GAF Score		18	95%	95%	75%	0%
Employed		0	0%	25%	14%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	95%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

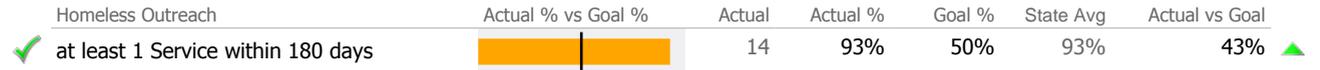
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	18	139% ▲
Admits	15	6	150% ▲
Discharges	20	1	1900% ▲
Service Hours	214	42	

### Service Engagement



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 38 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	88	79	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	83%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	87%	10%

### 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

Actual    | Goal    Goal Met    Below Goal

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