

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	595	587	1%
	Admits	154	178	-13% ▼
	Discharges	195	160	22% ▲
	Service Hours	3,008	3,437	-12% ▼
	S.Rehab/PHP/IOP	16,980	17,840	-5%

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

### Consumer Satisfaction Survey

(Based on 295 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Outcome		91%	80%	83%
✓ Participation in Treatment		90%	80%	92%
✓ Recovery		86%	80%	79%

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	510	74.0%
	Employment Services	111	16.1%
	Education Support	49	7.1%
	Case Management	19	2.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	55	9%	13%	Male	347	59%	59%
26-34	79	13%	23%	Female	245	41%	41%
35-44	96	16%	19%	Transgender			0%
45-54	167	28%	22%				
55-64	161	27%	17%				
65+	36	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	512	86%	▲ 74%	White/Caucasian	323	54%	▼ 65%
Hisp-Puerto Rican	39	7%	12%	Black/African American	227	38%	▲ 16%
Hispanic-Other	33	6%	7%	Other	32	5%	13%
Unknown	11	2%	6%	Asian	6	1%	1%
Hispanic-Cuban			0%	Unknown	4	1%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	2	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	4	5	-20% ▼
Discharges	4	4	0%
Service Hours	223	166	34% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	43%	35%	44%	8%

### Service Utilization

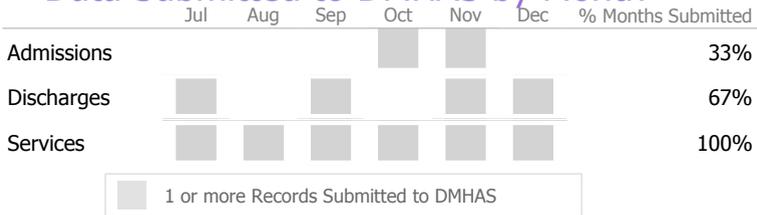
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		89%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

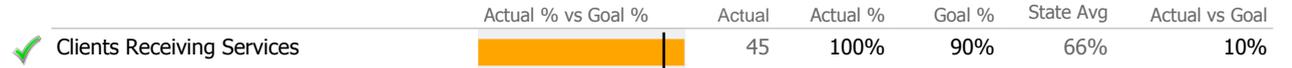
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 40 Active Employment Services Programs

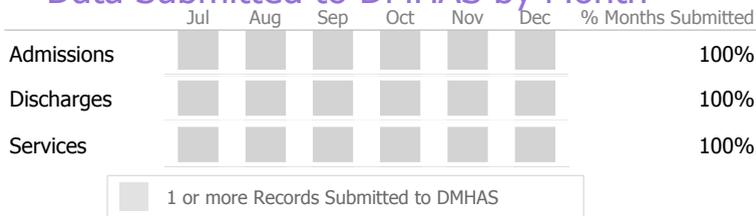
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	45	98% ▲
Admits	49	25	96% ▲
Discharges	47	21	124% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,479	1,801	93% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 37 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	1	1	0%
Discharges	2	1	100% ▲
Service Hours	502	501	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	80%	15% ▲

### Service Utilization

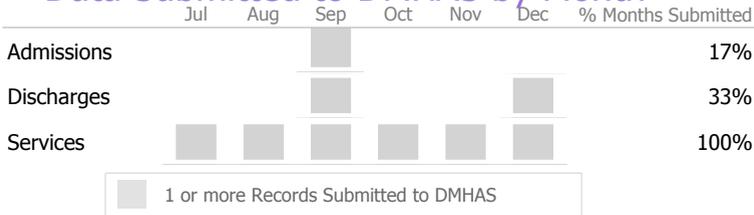
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	1	1	0%
Service Hours	408	378	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	84%	15% ▲

### Service Utilization

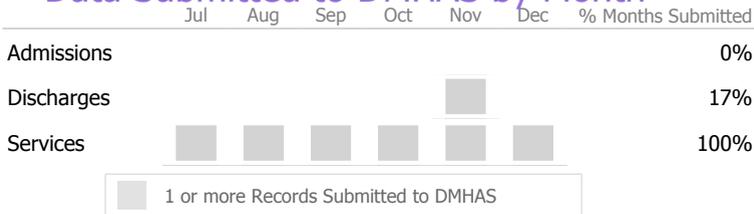
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	89%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		67%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

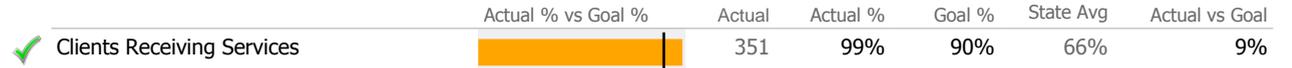
Actual | Goal    ✓ Goal Met    ● Below Goal

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

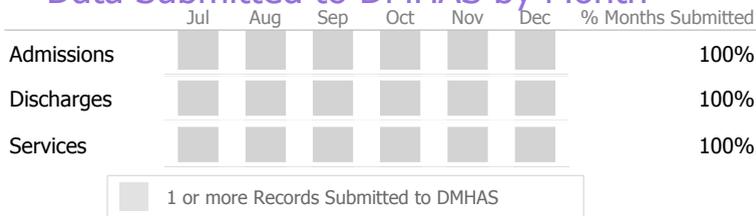
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	441	487	-9%
Admits	64	108	-41% ▼
Discharges	94	105	-10%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	13,501	16,039	-16% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 37 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	44	11% ▲
Admits	13	9	44% ▲
Discharges	11	8	38% ▲
Service Hours	676	748	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		43	88%	35%	60%	53% ▲

### Service Utilization

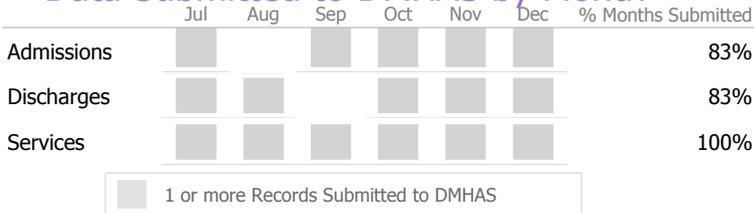
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

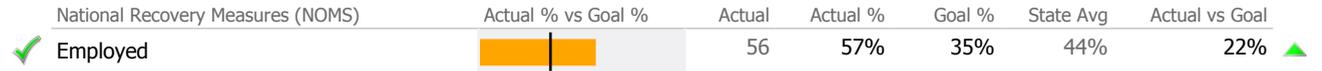
Actual | Goal Goal Met Below Goal

\* State Avg based on 5 Active Education Support Programs

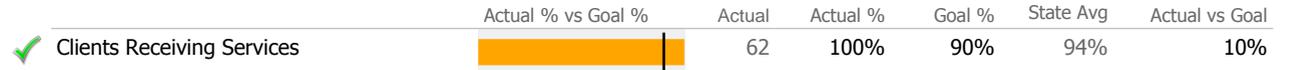
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	93	4%
Admits	23	30	-23% ▼
Discharges	36	20	80% ▲
Service Hours	1,199	1,643	-27% ▼

### Recovery



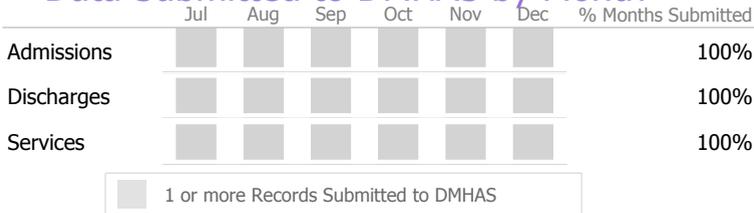
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 40 Active Employment Services Programs