

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	163	105	55%	▲
	Admits	45	22	105%	▲
	Discharges	3	3	0%	
	Service Hours	842	1,144	-26%	▼

▲ > 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	163	100.0%

### Consumer Satisfaction Survey

(Based on 43 FY16 Surveys)

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

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

### Client Demographics

Age	#	%	State Avg
18-25	1	1%	▼ 13%
26-34	20	15%	23%
35-44	23	17%	19%
45-54	40	30%	22%
55-64	43	32%	▲ 17%
65+	8	6%	5%

Gender	#	%	State Avg
Male	143	88%	▲ 59%
Female	20	12%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	65	40%	▲ 6%
Non-Hispanic	62	38%	▼ 74%
Hisp-Puerto Rican	32	20%	12%
Hispanic-Cuban	2	1%	0%
Hispanic-Other	2	1%	7%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	65	40%	▼ 65%
Black/African American	64	39%	▲ 16%
Other	27	17%	13%
Unknown	5	3%	3%
Asian	1	1%	1%
Multiple Races	1	1%	1%
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	26	27	-4%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	352	606	-42% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	100%	85%	84%	15% ▲

### Service Utilization

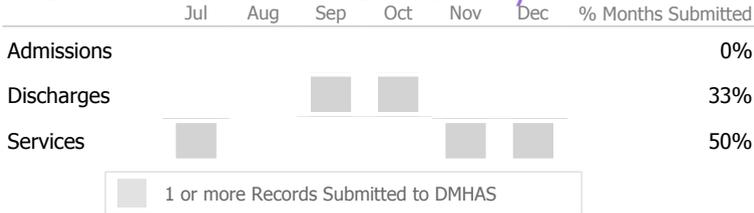
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	89%	6%

### 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

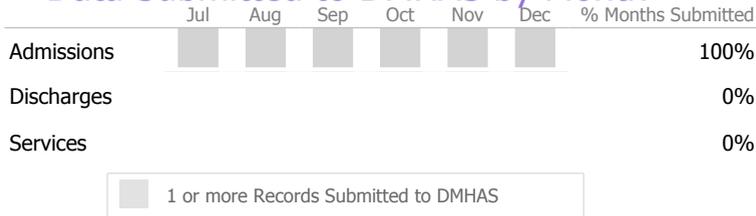
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	52	108% ▲
Admits	40	19	111% ▲
Discharges	-	-	
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	92%	-50% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	26	12% ▲
Admits	5	2	150% ▲
Discharges	1	2	-50% ▼
Service Hours	490	538	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	100%	85%	80%	15% ▲

### Service Utilization

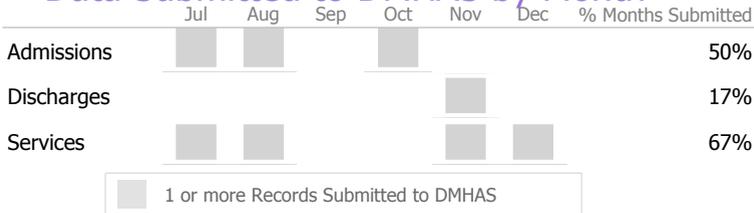
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	96%	10%

### 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