

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	27	28	-4%
	Admits		1	-100% ▼
	Discharges			
	Service Hours	189	135	40% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	27	100.0%

Consumer Satisfaction Survey

(Based on 3 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%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Recovery		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1	4%	14%
26-34	1	4%	24% ▼
35-44	8	30%	20%
45-54	8	30%	22%
55-64	8	30%	16% ▲
65+	1	4%	5%

Gender	#	%	State Avg
Male	14	52%	60%
Female	13	48%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	21	78%	74%
Hisp-Puerto Rican	4	15%	12%
Hispanic-Other	2	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	20	74%	65%
Other	4	15%	13%
Black/African American	3	11%	17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			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	27	28	-4%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	189	135	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	37%	85%	87%	-48% ▼

Service Utilization

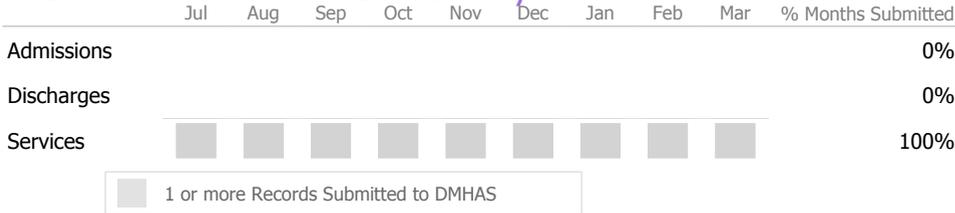
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	33%	90%	88%	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	37%	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