

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	212	132	61% ▲
	Admits	77	45	71% ▲
	Discharges	7	4	75% ▲
	Service Hours	1,356	1,596	-15% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	212	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	2	1%	14% ▼
26-34	23	13%	24% ▼
35-44	31	18%	20%
45-54	57	33%	22% ▲
55-64	49	29%	16% ▲
65+	9	5%	5%

Gender	#	%	State Avg
Male	186	88%	60% ▲
Female	26	12%	40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	102	48%	6% ▲
Non-Hispanic	65	31%	74% ▼
Hisp-Puerto Rican	40	19%	12%
Hispanic-Other	3	1%	7%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	86	41%	65% ▼
Black/African American	84	40%	17% ▲
Other	35	17%	13%
Unknown	5	2%	3%
Asian	1	0%	1%
Multiple Races	1	0%	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	28	27	4%
Admits	2	1	100% ▲
Discharges	5	1	400% ▲
Service Hours	539	879	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	96%	85%	87%	11% ▲

Service Utilization

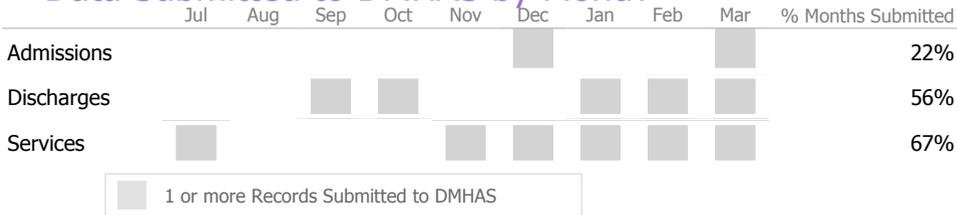
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	88%	6%

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

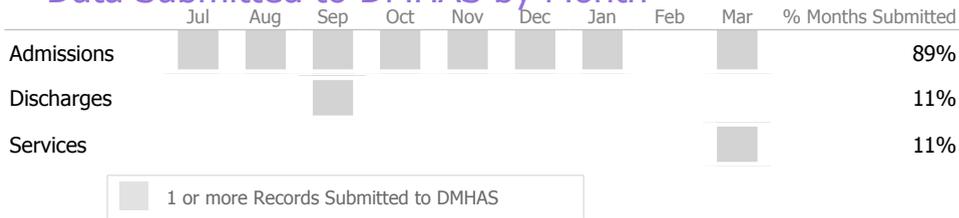
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	79	96% ▲
Admits	70	42	67% ▲
Discharges	1	-	
Service Hours	75	2	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		34	49%	50%	92%	-1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	26	12% ▲
Admits	5	2	150% ▲
Discharges	1	3	-67% ▼
Service Hours	742	715	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	100%	85%	83%	15% ▲

Service Utilization

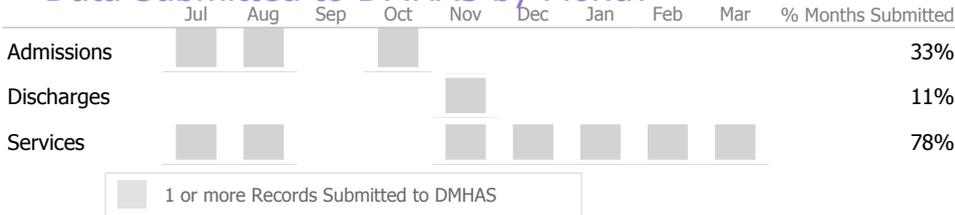
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		86%

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