

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 23 | 29 | -21% | ▼ |
| | Admits | 2 | 8 | -75% | ▼ |
| | Discharges | 12 | 9 | 33% | ▲ |
| | Service Hours | 418 | 747 | -44% | ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | Case Management | 23 | 100.0% |

Consumer Satisfaction Survey

(Based on 15 FY17 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 | | 93% | 80% | 83% |
| ✓ Recovery | | 93% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|---|-----|-----------|
| 18-25 | 0 | 0% | 12% ▼ |
| 26-34 | 9 | 39% | 23% ▲ |
| 35-44 | 8 | 35% | 20% ▲ |
| 45-54 | 2 | 9% | 22% ▼ |
| 55-64 | 3 | 13% | 18% |
| 65+ | 1 | 4% | 6% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Female | 22 | 96% | 41% ▲ |
| Male | 1 | 4% | 59% ▼ |
| Transgender | 0 | 0% | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic | 17 | 74% | 74% |
| Unknown | 4 | 17% | 6% ▲ |
| Hispanic-Other | 2 | 9% | 7% |
| Hispanic-Cuban | 0 | 0% | 0% |
| Hispanic-Mexican | 0 | 0% | 1% |
| Hisp-Puerto Rican | 0 | 0% | 13% ▼ |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| Black/African American | 11 | 48% | 16% ▲ |
| Other | 5 | 22% | 13% |
| White/Caucasian | 5 | 22% | 65% ▼ |
| Unknown | 2 | 9% | 3% |
| Am. Indian/Native Alaskan | 0 | 0% | 1% |
| Asian | 0 | 0% | 1% |
| Multiple Races | 0 | 0% | 1% |
| Hawaiian/Other Pacific Islander | 0 | 0% | 0% |

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 17 | -18% ▼ |
| Admits | 1 | 4 | -75% ▼ |
| Discharges | 4 | 5 | -20% ▼ |
| Service Hours | 359 | 396 | -9% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 1 | 25% | 50% | 69% | -25% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 11 | 79% | 60% | 69% | 19% ▲ |
| ✓ Stable Living Situation | | 13 | 93% | 80% | 82% | 13% ▲ |
| ● Employed | | 1 | 7% | 20% | 9% | -13% ▼ |

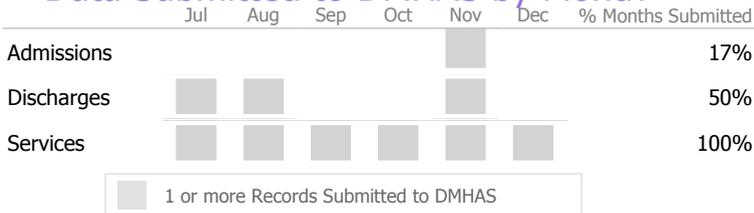
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 10 | 100% | 90% | 62% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | | 62% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 12 | -25% ▼ |
| Admits | 1 | 4 | -75% ▼ |
| Discharges | 8 | 4 | 100% ▲ |
| Service Hours | 59 | 351 | -83% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data | 100% | 96% |
| On-Time Periodic 6 Month Updates | N/A | 62% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 7 | 88% | 50% | 69% | 38% ▲ |

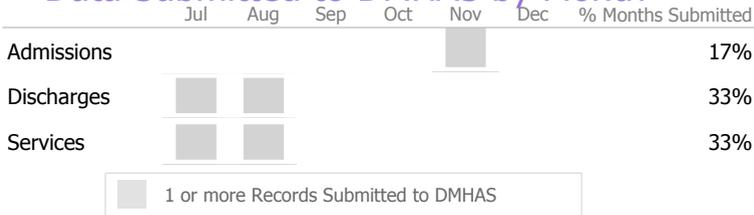
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 9 | 100% | 60% | 69% | 40% ▲ |
| ✓ Employed | | 5 | 56% | 20% | 9% | 36% ▲ |
| ✓ Stable Living Situation | | 9 | 100% | 80% | 82% | 20% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 0 | 0% | 90% | 62% | N/A ▼ |

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