

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	235	237	-1%
	Admits	9	11	-18% ▼
	Discharges	118	16	638%
	Service Hours	5,332	9,001	-41% ▼

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

### Clients by Level of Care

Program Type    Level of Care Type    #    %

#### Mental Health

Case Management		235	100.0%
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### Consumer Satisfaction Survey

(Based on 178 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		88%	80%	88%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Outcome		83%	80%	83%
● Recovery		76%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	16	7%	12%
26-34	53	23%	23%
35-44	41	17%	20%
45-54	39	17%	22%
55-64	69	29% ▲	18%
65+	17	7%	6%

Gender	#	%	State Avg
Male	144	61%	59%
Female	91	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	202	86% ▲	74%
Hispanic-Other	16	7%	7%
Hisp-Puerto Rican	14	6%	13%
Unknown	2	1%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	150	64%	65%
Black/African American	61	26%	16%
Other	18	8%	13%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	3%
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	43	42	2%
Admits	1	3	-67% ▼
Discharges	43	3	1333% ▲
Service Hours	293	1,783	-84% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	100%	50%	69%	50% ▲

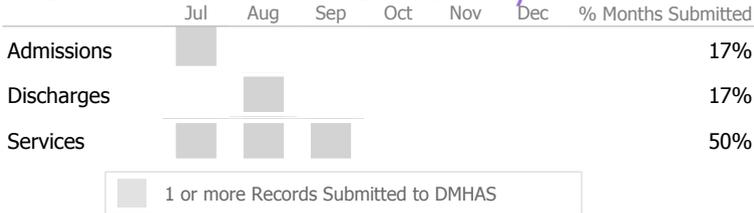
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	98%	60%	69%	38% ▲
✓ Stable Living Situation		42	98%	80%	82%	18% ▲
● Employed		1	2%	20%	9%	-18% ▼

### Service Utilization

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

### 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	78	78	0%
Admits	2	4	-50% ▼
Discharges	29	6	383% ▲
Service Hours	2,015	3,155	-36% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	100%	50%	69%	50% ▲

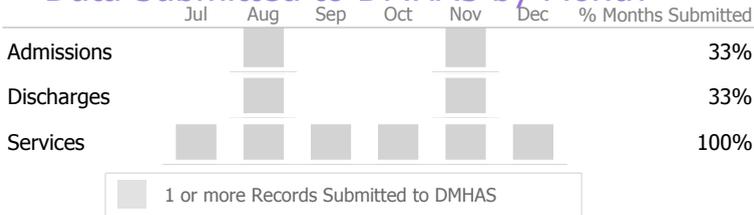
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		70	90%	60%	69%	30% ▲
✓ Stable Living Situation		77	99%	80%	82%	19% ▲
● Employed		4	5%	20%	9%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	62%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	93	1%
Admits	5	3	67% ▲
Discharges	21	5	320% ▲
Service Hours	2,715	3,262	-17% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	86%	50%	69%	36% ▲

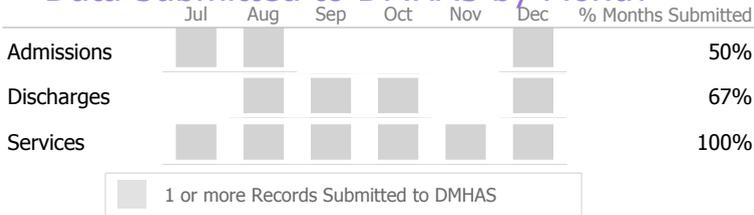
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		89	95%	60%	69%	35% ▲
✓ Stable Living Situation		93	99%	80%	82%	19% ▲
● Employed		3	3%	20%	9%	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	100%	90%	62%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	1	-	
Discharges	21	1	2000% ▲
Service Hours	184	632	-71% ▼

### 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		21	100%	50%	69%	50% ▲

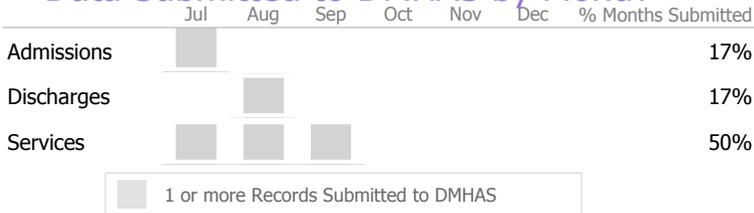
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	69%	35% ▲
✓ Stable Living Situation		21	100%	80%	82%	20% ▲
● Employed		1	5%	20%	9%	-15% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month



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Actual | Goal ✓ Goal Met ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	1	-100% ▼
Discharges	4	1	300% ▲
Service Hours	125	170	-26% ▼

### 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		4	100%	50%	69%	50% ▲

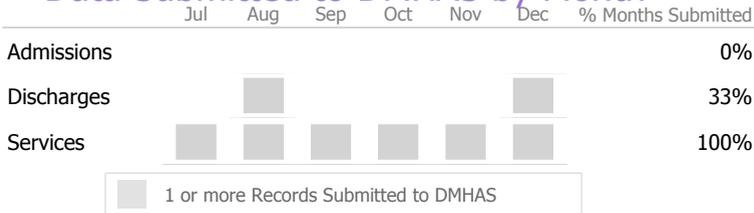
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	69%	40% ▲
✓ Stable Living Situation		4	100%	80%	82%	20% ▲
● Employed		0	0%	20%	9%	-20% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month



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■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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