

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	244	187	30%	▲
	Admits	131	52	152%	▲
	Discharges	69	5	1280%	
	Service Hours	824	892	-8%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	244	100.0%

Consumer Satisfaction Survey

(Based on 49 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		92%	80%	88%
✓ Outcome		91%	80%	83%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		88%	80%	91%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	4	2%	12%
26-34	21	12%	23%
35-44	30	17%	20%
45-54	57	32%	22%
55-64	58	33%	18%
65+	8	4%	6%

Gender	#	%	State Avg
Male	209	86%	59%
Female	35	14%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	148	61%	6%
Hisp-Puerto Rican	48	20%	13%
Non-Hispanic	42	17%	74%
Hispanic-Other	5	2%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	114	47%	16%
White/Caucasian	75	31%	65%
Other	50	20%	13%
Unknown	3	1%	3%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%
Multiple Races			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	22	27	-19% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	419	352	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	91%	85%	90%	6%

Service Utilization

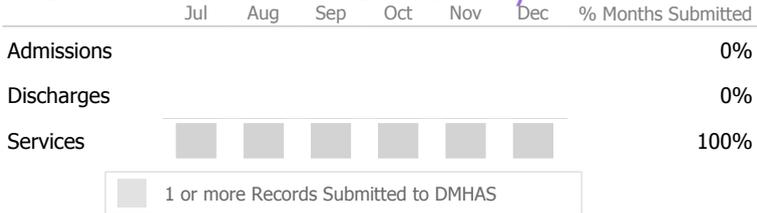
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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 52 Active Supportive Housing – Development Programs

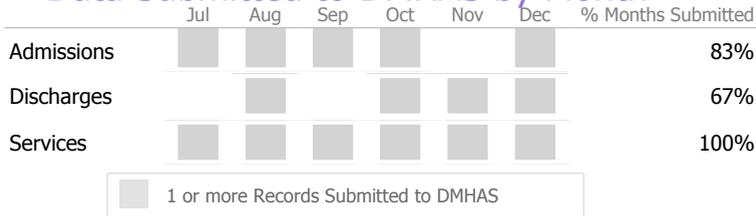
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	195	131	49% ▲
Admits	131	46	185% ▲
Discharges	66	1	6500% ▲
Service Hours	1	48	-97% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		120	92%	50%	94%	42% ▲

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	27	29	-7%
Admits	-	5	-100% ▼
Discharges	3	2	50% ▲
Service Hours	403	492	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	100%	85%	86%	15% ▲

Service Utilization

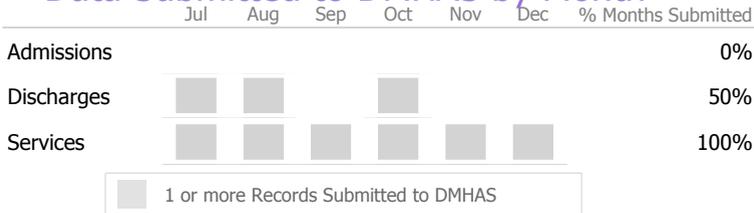
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

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