

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	29	27	7%
	Admits	1		
	Discharges			
	Service Hours	64	74	-14% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	29	100.0%

Consumer Satisfaction Survey

(Based on 6 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		83%	80%	92%
✓ Overall		83%	80%	91%
✓ Recovery		83%	80%	79%
● Outcome		50%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	1	3%	11%
26-34	1	3%	22%
35-44	6	21%	19%
45-54	9	31%	22%
55-64	9	31%	19%
65+	3	10%	6%

Gender	#	%	State Avg
Female	15	52%	41%
Male	14	48%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	23	79%	74%
Hisp-Puerto Rican	4	14%	13%
Hispanic-Other	2	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	22	76%	65%
Other	4	14%	13%
Black/African American	3	10%	16%
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	29	27	7%
Admits	1	-	
Discharges	-	-	
Service Hours	64	74	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	41%	85%	89%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	38%	90%	89%	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs