

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 34 | 36 | -6% |
| | Admits | | 2 | -100% ▼ |
| | Discharges | | 2 | -100% ▼ |
| | Service Hours | 514 | 858 | -40% ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | Case Management | 34 | 100.0% |

Consumer Satisfaction Survey

(Based on 33 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 | | 100% | 80% | 83% |
| ✓ Recovery | | 100% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|------|-----------|
| 18-25 | 3 | 9% | 11% |
| 26-34 | 6 | 18% | 22% |
| 35-44 | 1 | 3% ▼ | 19% |
| 45-54 | 10 | 29% | 22% |
| 55-64 | 10 | 29% | 19% |
| 65+ | 4 | 12% | 6% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Male | 22 | 65% | 58% |
| Female | 12 | 35% | 41% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-------|-----------|
| Non-Hispanic | 30 | 88% ▲ | 74% |
| Hisp-Puerto Rican | 2 | 6% | 13% |
| Hispanic-Mexican | 1 | 3% | 1% |
| Hispanic-Other | 1 | 3% | 7% |
| Hispanic-Cuban | | | 0% |
| Unknown | | | 6% |

| Race | # | % | State Avg |
|---------------------------------|----|-------|-----------|
| Black/African American | 22 | 65% ▲ | 16% |
| White/Caucasian | 9 | 26% ▼ | 65% |
| Other | 3 | 9% | 13% |
| 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 | 16 | 18 | -11% ▼ |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 255 | 502 | -49% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 16 | 100% | 85% | 89% | 15% ▲ |

Service Utilization

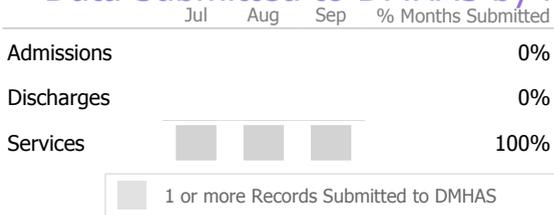
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 16 | 100% | 90% | 89% | 10% |

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



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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 5 | -20% ▼ |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 106 | 150 | -30% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 4 | 100% | 85% | 89% | 15% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 4 | 100% | 90% | 89% | 10% |

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



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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 8 | 13% ▲ |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Service Hours | 118 | 118 | 0% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 9 | 100% | 85% | 89% | 15% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 9 | 100% | 90% | 89% | 10% |

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



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | 5 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 36 | 89 | -59% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 5 | 100% | 85% | 87% | 15% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 5 | 100% | 90% | 92% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 99% |

| 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 69 Active Supportive Housing – Scattered Site Programs