

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	10	8	25%	▲
	Admits	2	1	100%	▲
	Discharges		1	-100%	▼
	Service Hours	249	86	191%	▲

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%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	10	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	10%	13%
26-34			▼ 24%
35-44			▼ 20%
45-54	4	40%	▲ 21%
55-64	4	40%	▲ 17%
65+	1	10%	5%

Gender	#	%	State Avg
Male	5	56%	60%
Female	4	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	10	100%	▲ 73%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			▼ 12%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	8	80%	▲ 64%
Black/African American	2	20%	16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
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Discharges	-	1	-100%	▼
Service Hours	249	86	191%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	90%	85%	86%	5%

Service Utilization

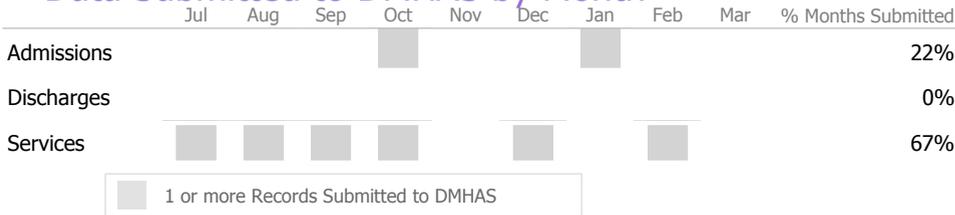
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	38%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs