

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	240	247	-3%
	Admits	15	22	-32% ▼
	Discharges	123	22	459%
	Service Hours	7,723	13,297	-42% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	240	100.0%

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	17	7%	13%
26-34	54	23%	24%
35-44	41	17%	20%
45-54	40	17%	21%
55-64	71	30% ▲	17%
65+	17	7%	5%

Gender	#	%	State Avg
Male	146	61%	60%
Female	94	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	206	86% ▲	73%
Hispanic-Other	17	7%	7%
Hisp-Puerto Rican	14	6%	12%
Unknown	2	1%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	155	65%	64%
Black/African American	61	25%	16%
Other	18	8%	13%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	4%
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	44	-2%
Admits	1	5	-80% ▼
Discharges	43	4	975% ▲
Service Hours	293	2,612	-89% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
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%	61%	50% ▲

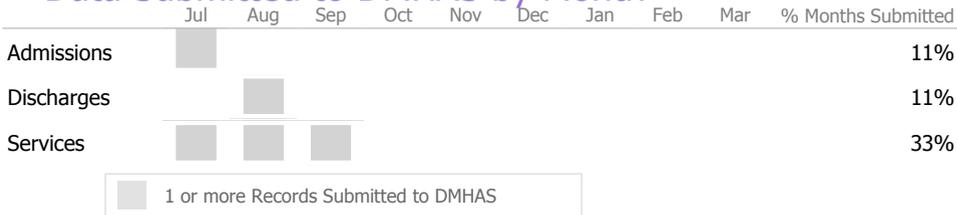
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	98%	60%	70%	38% ▲
✓ Stable Living Situation		42	98%	80%	83%	18% ▲
● Employed		1	2%	20%	11%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	66%	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	79	84	-6%
Admits	4	10	-60% ▼
Discharges	31	8	288% ▲
Service Hours	2,937	4,602	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
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	94%	50%	61%	44% ▲

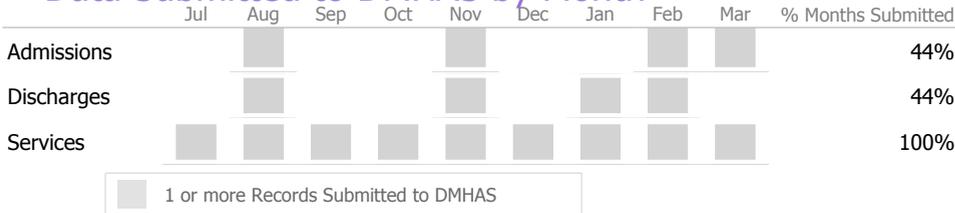
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		71	89%	60%	70%	29% ▲
✓ Stable Living Situation		79	99%	80%	83%	19% ▲
● Employed		4	5%	20%	11%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	66%	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	98	96	2%
Admits	9	6	50% ▲
Discharges	24	8	200% ▲
Service Hours	4,184	4,846	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
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		21	88%	50%	61%	38% ▲

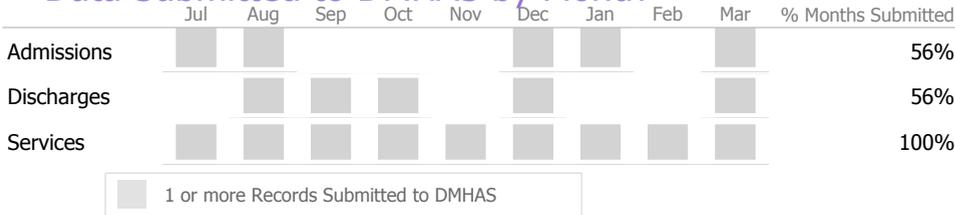
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		93	95%	60%	70%	35% ▲
✓ Stable Living Situation		96	98%	80%	83%	18% ▲
● Employed		2	2%	20%	11%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	100%	90%	66%	10%

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■ 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	992	-81% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
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%	61%	50% ▲

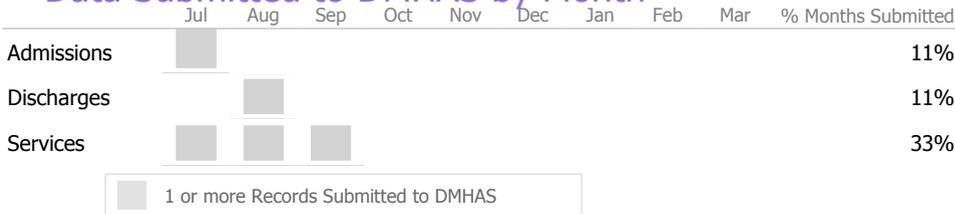
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	70%	35% ▲
✓ Stable Living Situation		21	100%	80%	83%	20% ▲
● Employed		1	5%	20%	11%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	66%	N/A ▼

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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	246	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
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%	61%	50% ▲

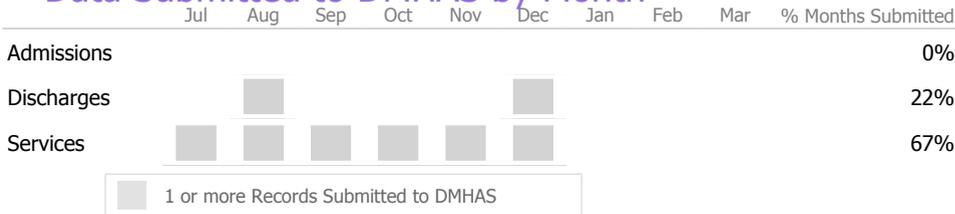
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	70%	40% ▲
✓ Stable Living Situation		4	100%	80%	83%	20% ▲
● Employed		0	0%	20%	11%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	66%	N/A ▼

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