

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	281	212	33%	▲
	Admits	170	77	121%	▲
	Discharges	170	8	2025%	
	Service Hours	1,157	1,358	-15%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	281	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	5	2%	▼ 13%
26-34	28	13%	▼ 24%
35-44	41	20%	20%
45-54	65	31%	21%
55-64	62	30%	▲ 17%
65+	9	4%	5%

Gender	#	%	State Avg
Male	238	85%	▲ 60%
Female	43	15%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	173	62%	▲ 7%
Hisp-Puerto Rican	59	21%	12%
Non-Hispanic	43	15%	▼ 73%
Hispanic-Other	5	2%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	130	46%	▲ 16%
White/Caucasian	85	30%	▼ 64%
Other	61	22%	13%
Unknown	3	1%	4%
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	23	28	-18% ▼
Admits	1	2	-50% ▼
Discharges	-	5	-100% ▼
Service Hours	607	539	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	91%	11% ▲

Service Utilization

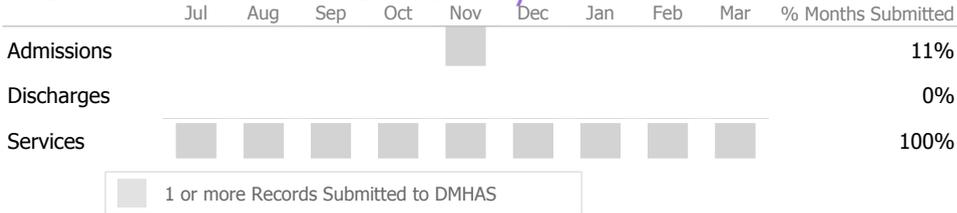
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

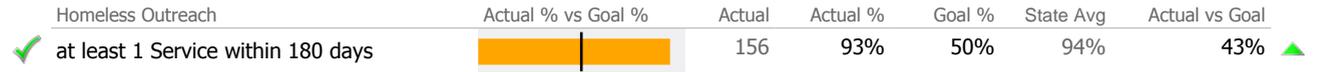
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

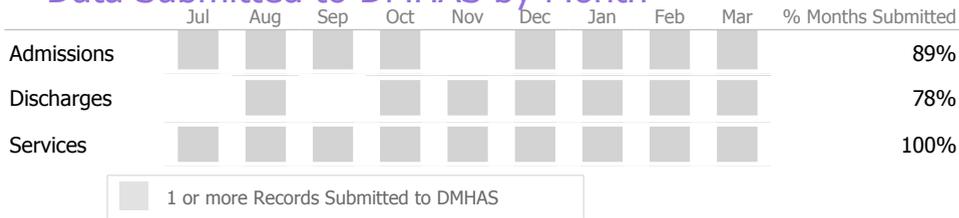
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	231	155	49%	▲
Admits	169	70	141%	▲
Discharges	167	1	16600%	▲
Service Hours	1	75	-98%	▼

Service Engagement



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	548	744	-26% ▼

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

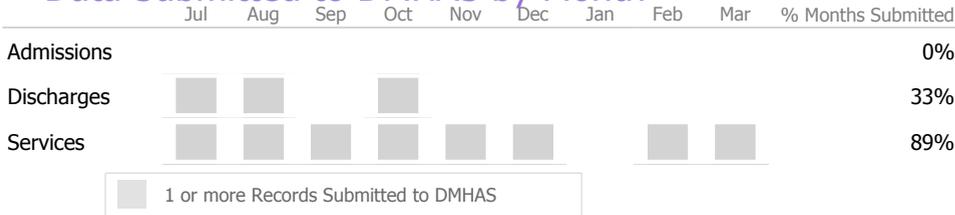
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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