

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 67     | 164      | -59% ▼     |
|               | Admits         | 6      | 51       | -88% ▼     |
|               | Discharges     | 1      | 7        | -86% ▼     |
|               | Service Hours  | 318    | 477      | -33% ▼     |

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

### Clients by Level of Care

| Program Type         | Level of Care Type | #  | %      |
|----------------------|--------------------|----|--------|
| <b>Mental Health</b> | Case Management    | 67 | 100.0% |

### Consumer Satisfaction Survey (Based on 46 FY18 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Overall                     |                      | 91%         | 80%    | 91%       |
| ✓ Respect                     |                      | 91%         | 80%    | 91%       |
| ✓ Access                      |                      | 91%         | 80%    | 88%       |
| ✓ Quality and Appropriateness |                      | 89%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 85%         | 80%    | 92%       |
| ✓ General Satisfaction        |                      | 85%         | 80%    | 92%       |
| ● Outcome                     |                      | 75%         | 80%    | 83%       |
| ● Recovery                    |                      | 71%         | 80%    | 79%       |

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

### Client Demographics

| Age   | #  | %     | State Avg |
|-------|----|-------|-----------|
| 18-25 | 1  | 2%    | 10%       |
| 26-34 | 3  | 5% ▼  | 22%       |
| 35-44 | 9  | 14%   | 20%       |
| 45-54 | 14 | 22%   | 21%       |
| 55-64 | 29 | 46% ▲ | 19%       |
| 65+   | 7  | 11%   | 7%        |

| Gender      | #  | %     | State Avg |
|-------------|----|-------|-----------|
| Male        | 55 | 82% ▲ | 58%       |
| Female      | 12 | 18% ▼ | 41%       |
| Transgender |    |       | 0%        |

| Ethnicity         | #  | %   | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic      | 46 | 69% | 71%       |
| Hisp-Puerto Rican | 11 | 16% | 13%       |
| Unknown           | 7  | 10% | 8%        |
| Hispanic-Other    | 2  | 3%  | 7%        |
| Hispanic-Cuban    | 1  | 1%  | 0%        |
| Hispanic-Mexican  |    |     | 1%        |

| Race                            | #  | %     | State Avg |
|---------------------------------|----|-------|-----------|
| Black/African American          | 35 | 52% ▲ | 16%       |
| White/Caucasian                 | 21 | 31% ▼ | 63%       |
| Other                           | 10 | 15%   | 13%       |
| Am. Indian/Native Alaskan       | 1  | 1%    | 1%        |
| Asian                           |    |       | 1%        |
| Multiple Races                  |    |       | 1%        |
| Hawaiian/Other Pacific Islander |    |       | 0%        |
| Unknown                         |    |       | 5%        |

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 23     | 22       | 5%         |
| Admits         | 1      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | 127    | 222      | -43% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 23     | 100%     | 85%    | 92%       | 15% ▲          |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 23     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 81%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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

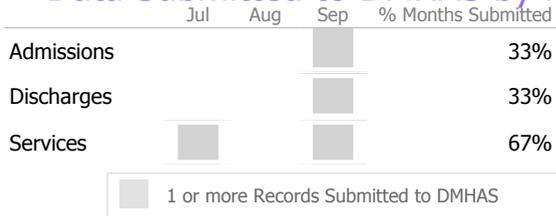
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 12     | 115      | -90% ▼     |
| Admits         | 2      | 51       | -96% ▼     |
| Discharges     | 1      | 5        | -80% ▼     |
| Service Hours  | 4      | 1        |            |

### Service Engagement

| Homeless Outreach                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ at least 1 Service within 180 days |                    | 2      | 100%     | 50%    | 93%       | 50% ▲          |

### 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 | 32     | 27       | 19% ▲      |
| Admits         | 3      | -        |            |
| Discharges     | -      | 2        | -100% ▼    |
| Service Hours  | 187    | 254      | -26% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 32     | 100%     | 85%    | 85%       | 15% ▲          |

### Service Utilization

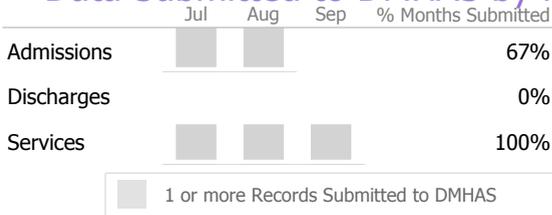
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 31     | 97%      | 90%    | 94%       | 7% ▲           |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 97%       |

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 81%       |

### Data Submitted to DMHAS by Month



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