

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	212	215	-1%
	Admits	8	10	-20% ▼
	Discharges	7	4	75% ▲
	Service Hours	1,197	735	63% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Other	93	43.3%
	Housing Services	74	34.4%
	Case Management	30	14.0%
	Residential Services	18	8.4%

Consumer Satisfaction Survey

(Based on 26 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Respect		96%	80%	91%
✓ Outcome		92%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	81	38%	▲ 10%
26-34	26	12%	22%
35-44	26	12%	20%
45-54	31	15%	21%
55-64	36	17%	19%
65+	12	6%	7%

Gender	#	%	State Avg
Male	110	52%	58%
Female	101	48%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	143	67%	71%
Hisp-Puerto Rican	53	25%	▲ 13%
Hispanic-Other	9	4%	7%
Unknown	7	3%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	99	47%	▲ 16%
White/Caucasian	62	29%	▼ 63%
Other	41	19%	13%
Unknown	6	3%	5%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	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	74	74	0%
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	442	248	78% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	92%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	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

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	18	19	-5%
Admits	1	4	-75% ▼
Discharges	-	-	
Service Hours	564	403	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	94%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	95%
SA Screen Complete	0%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	78%	60%	83%	18% ▲
✓ Stable Living Situation		18	100%	85%	95%	15% ▲
● Employed		0	0%	25%	12%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	63%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 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	14	10	40% ▲
Admits	2	-	
Discharges	-	-	
Service Hours	192	84	129% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		11	79%	85%	92%	-6%

Service Utilization

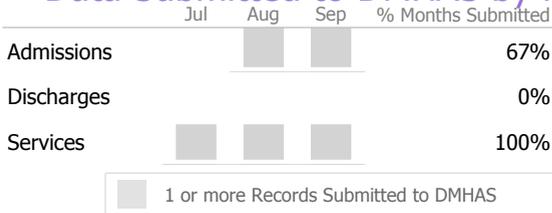
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		14	100%	90%	95%	10%

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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	97	-4%
Admits	5	5	0%
Discharges	7	3	133% ▲
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Fiduciary Programs