

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	48	46	4%
	Admits	1		
	Discharges		2	-100% ▼
	Service Hours	1,005	1,195	-16% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	48	100.0%

Consumer Satisfaction Survey (Based on 41 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		92%	80%	88%
✓ Recovery		85%	80%	79%
✓ Outcome		84%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	4	8%	22% ▼
35-44	1	2%	20% ▼
45-54	10	21%	21%
55-64	22	46%	19% ▲
65+	11	23%	7% ▲

Gender	#	%	State Avg
Male	36	75%	58% ▲
Female	12	25%	41% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	46	96%	71% ▲
Hisp-Puerto Rican	2	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			8%

Race	#	%	State Avg
White/Caucasian	36	75%	63% ▲
Black/African American	12	25%	16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	375	429	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	85%	92%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	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	28	25	12% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	630	766	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		23	82%	85%	85%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	100%	90%	94%	10%

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



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

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