

Reporting Period: July 2018 - December 2018 (Data as of Mar 20, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	124	235	-47% ▼
	Admits	9	9	0%
	Discharges	7	118	-94% ▼
	Service Hours	1,682	5,332	-68% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	124	100.0%

Consumer Satisfaction Survey

(Based on 102 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Access		89%	80%	88%
✓ Overall		88%	80%	91%
✓ Outcome		87%	80%	83%
✓ General Satisfaction		85%	80%	92%
● Recovery		76%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	3	2%	11%
26-34	28	23%	23%
35-44	17	14%	21%
45-54	23	19%	21%
55-64	38	31% ▲	18%
65+	15	12%	6%

Gender	#	%	State Avg
Male	66	53%	59%
Female	58	47%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	113	91% ▲	71%
Hispanic-Other	6	5%	7%
Hisp-Puerto Rican	5	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	84	68%	63%
Black/African American	30	24%	16%
Other	8	6%	13%
Asian	1	1%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			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	50	78	-36% ▼
Admits	3	2	50% ▲
Discharges	-	29	-100% ▼
Service Hours	727	2,015	-64% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		47	94%	60%	64%	34% ▲
✓ Stable Living Situation		50	100%	80%	78%	20% ▲
● Employed		4	8%	20%	9%	-12% ▼

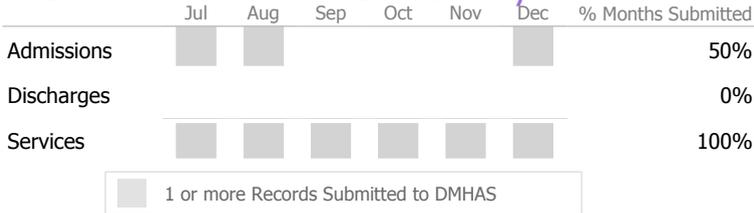
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		65%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	71%	10%

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	76	94	-19% ▼
Admits	6	5	20% ▲
Discharges	7	21	-67% ▼
Service Hours	955	2,715	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	100%	50%	42%	50% ▲

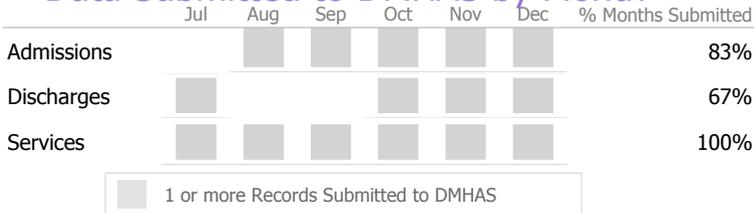
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		71	93%	60%	64%	33% ▲
Stable Living Situation		74	97%	80%	78%	17% ▲
Employed		1	1%	20%	9%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	100%	90%	71%	10%

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