

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	50	47	6%
	Admits	3	1	200% ▲
	Discharges	1	3	-67% ▼
	Service Hours	2,109	2,311	-9%

▲ > 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	50	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	0	0%	11% ▼
26-34	4	8%	23% ▼
35-44	1	2%	21% ▼
45-54	11	22%	21%
55-64	23	46%	18% ▲
65+	11	22%	6% ▲

Gender	#	%	State Avg
Male	38	76%	59% ▲
Female	12	24%	41% ▼
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	48	96%	71% ▲
Hisp-Puerto Rican	2	4%	13%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Hispanic-Other	0	0%	7%
Unknown	0	0%	9%

Race	#	%	State Avg
White/Caucasian	38	76%	63% ▲
Black/African American	12	24%	16%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Multiple Races	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%
Other	0	0%	13% ▼
Unknown	0	0%	5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	2	1	100% ▲
Discharges	-	3	-100% ▼
Service Hours	732	795	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	93%	15% ▲

### Service Utilization

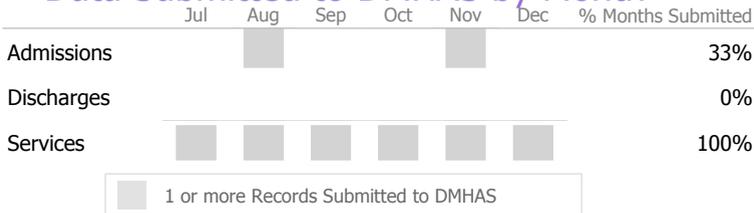
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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 52 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	25	16% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	1,377	1,516	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		23	79%	85%	85%	-6%

### Service Utilization

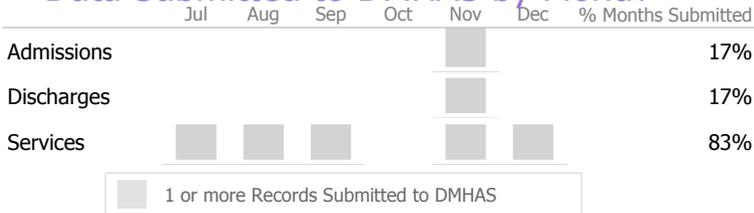
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	93%	88%

### 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