

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	14	40	-65% ▼
	Admits	6	19	-68% ▼
	Discharges	8	20	-60% ▼
	Service Hours	370	658	-44% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	14	100.0%

Consumer Satisfaction Survey

(Based on 10 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		90%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			12% ▼
26-34	6	43%	24% ▲
35-44	4	29%	21%
45-54	1	7%	20% ▼
55-64	3	21%	17%
65+			6%

Gender	#	%	State Avg
Female	13	93%	40% ▲
Male	1	7%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	8	57%	71% ▼
Hispanic-Other	3	21%	7% ▲
Unknown	3	21%	9% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			13% ▼

Race	#	%	State Avg
Black/African American	6	43%	16% ▲
Other	3	21%	14%
White/Caucasian	3	21%	63% ▼
Unknown	2	14%	5%
Am. Indian/Native Alaskan			1%
Asian			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	14	17	-18% ▼
Admits	6	4	50% ▲
Discharges	2	8	-75% ▼
Service Hours	370	512	-28% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	48%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	86%	60%	65%	26% ▲
✓ Stable Living Situation		14	100%	80%	79%	20% ▲
● Employed		1	7%	20%	10%	-13% ▼

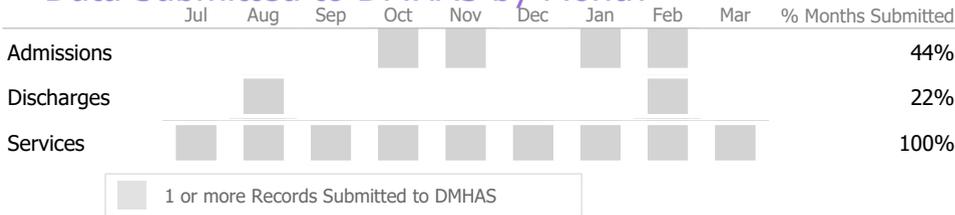
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	78%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs