

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	74	281	-74% ▼
	Admits	13	171	-92% ▼
	Discharges	10	170	-94% ▼
	Service Hours	1,116	1,174	-5%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	74	100.0%

Consumer Satisfaction Survey

(Based on 46 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ Respect		91%	80%	91%
✓ Access		91%	80%	88%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ General Satisfaction		85%	80%	92%
● Outcome		75%	80%	83%
● Recovery		71%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1	1%	12% ▼
26-34	3	4%	24% ▼
35-44	9	13%	21%
45-54	21	30%	20%
55-64	29	41%	17% ▲
65+	7	10%	6%

Gender	#	%	State Avg
Male	61	82%	60% ▲
Female	13	18%	40% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	46	62%	71%
Hisp-Puerto Rican	17	23%	13%
Unknown	8	11%	9%
Hispanic-Other	2	3%	7%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	36	49%	16% ▲
White/Caucasian	21	28%	63% ▼
Other	16	22%	14%
Am. Indian/Native Alaskan	1	1%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	1	1	0%
Discharges	1	-	
Service Hours	487	607	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	85%	92%	15% ▲

Service Utilization

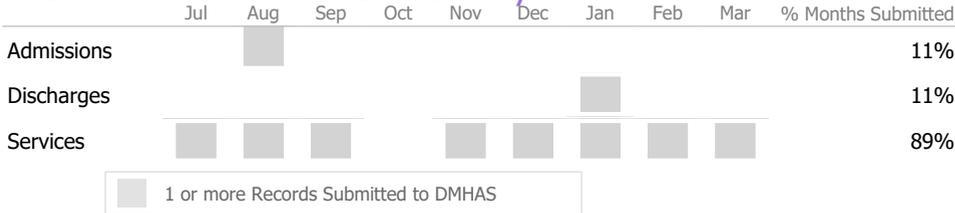
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

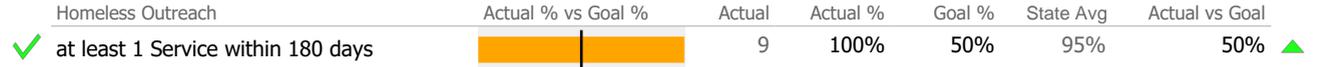
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

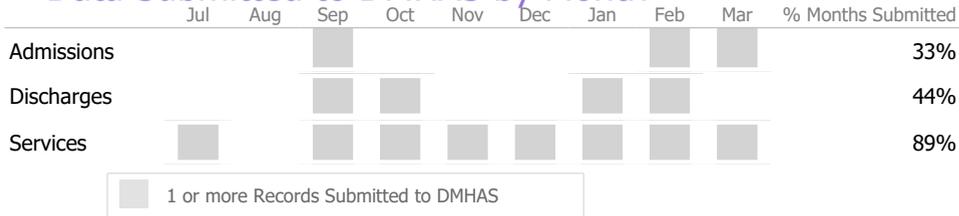
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	231	-92% ▼
Admits	9	169	-95% ▼
Discharges	9	167	-95% ▼
Service Hours	7	1	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	28	14% ▲
Admits	3	1	200% ▲
Discharges	-	3	-100% ▼
Service Hours	622	565	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	100%	85%	86%	15% ▲

Service Utilization

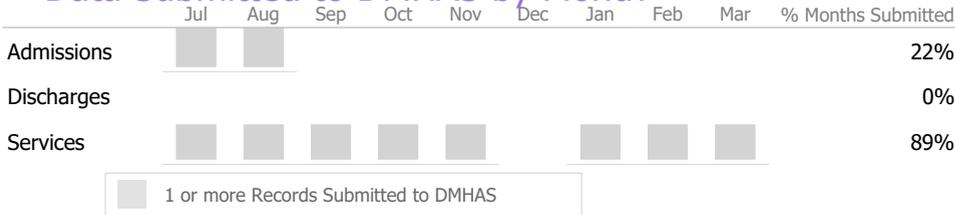
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	97%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs