

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	16	42	-62% ▼
	Admits	8	21	-62% ▼
	Discharges	11	28	-61% ▼
	Service Hours	505	871	-42% ▼

▲ > 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	16	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	7	44%	24% ▲
35-44	5	31%	21%
45-54	1	6%	20% ▼
55-64	3	19%	17%
65+			6%

Gender	#	%	State Avg
Female	15	94%	40% ▲
Male	1	6%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	9	56%	70% ▼
Hispanic-Other	3	19%	7% ▲
Unknown	3	19%	10%
Hisp-Puerto Rican	1	6%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	7	44%	17% ▲
White/Caucasian	4	25%	63% ▼
Other	3	19%	13%
Unknown	2	13%	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	16	17	-6%
Admits	8	4	100% ▲
Discharges	5	9	-44% ▼
Service Hours	505	620	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	30%	-30% ▼

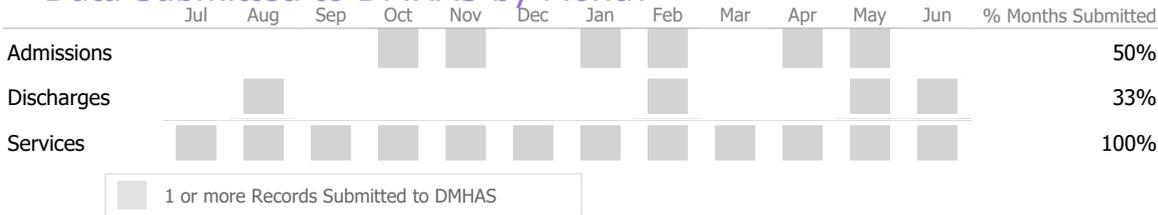
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	61%	28% ▲
Stable Living Situation		16	100%	80%	77%	20% ▲
Employed		3	19%	20%	11%	-1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	86%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Standard Case Management Programs