

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	130	242	-46% ▼
	Admits	17	20	-15% ▼
	Discharges	15	134	-89% ▼
	Service Hours	3,371	8,778	-62% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	130	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%	12%
26-34	28	22%	24%
35-44	18	14%	21%
45-54	24	18%	20%
55-64	41	32% ▲	17%
65+	16	12%	6%

Gender	#	%	State Avg
Male	69	53%	60%
Female	61	47%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	119	92% ▲	70%
Hispanic-Other	6	5%	7%
Hisp-Puerto Rican	5	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	88	68%	63%
Black/African American	32	25%	17%
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	51	81	-37% ▼
Admits	4	7	-43% ▼
Discharges	2	36	-94% ▼
Service Hours	1,479	3,315	-55% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	30%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	94%	60%	61%	34% ▲
✓ Stable Living Situation		51	100%	80%	77%	20% ▲
● Employed		3	6%	20%	11%	-14% ▼

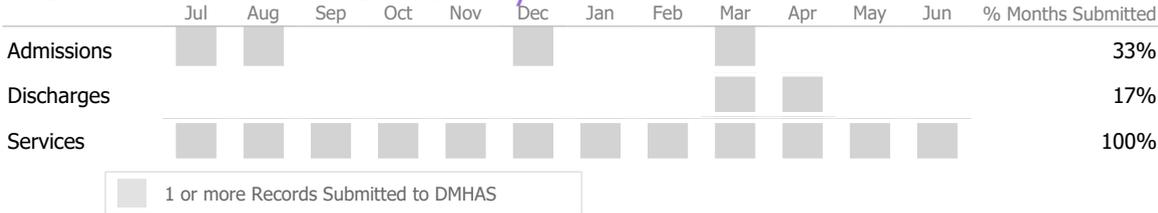
Data Submission Quality

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	99	-17% ▼
Admits	13	11	18% ▲
Discharges	13	30	-57% ▼
Service Hours	1,893	4,861	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		11	85%	50%	30%	35% ▲

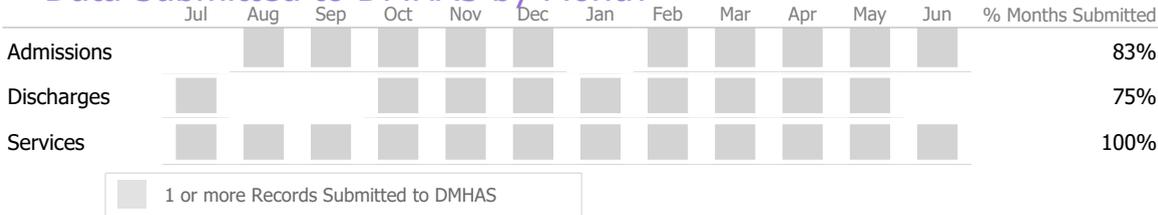
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		78	94%	60%	61%	34% ▲
✓ Stable Living Situation		81	98%	80%	77%	18% ▲
○ Employed		4	5%	20%	11%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	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