

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	73	286	-74% ▼
	Admits	14	176	-92% ▼
	Discharges	11	229	-95% ▼
	Service Hours	1,546	1,544	0%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	73	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	28	41%	17% ▲
65+	7	10%	6%

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

Ethnicity	#	%	State Avg
Non-Hispanic	45	62%	70%
Hisp-Puerto Rican	17	23%	12% ▲
Unknown	8	11%	10%
Hispanic-Other	2	3%	7%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	36	49%	17% ▲
White/Caucasian	20	27%	63% ▼
Other	16	22%	13%
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	1	0%
Service Hours	631	792	-20% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		23	100%	85%	91%	15% ▲

Service Utilization

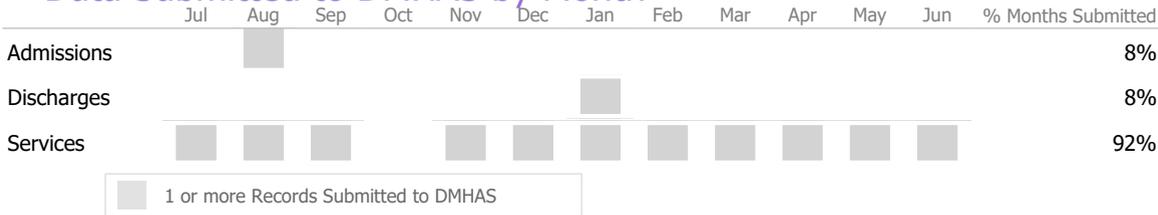
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		22	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

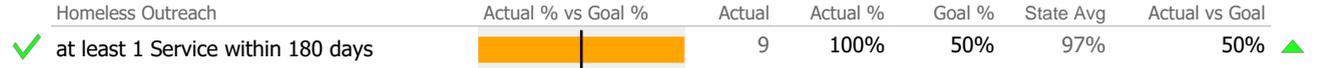
Actual | Goal Goal Met Below Goal

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

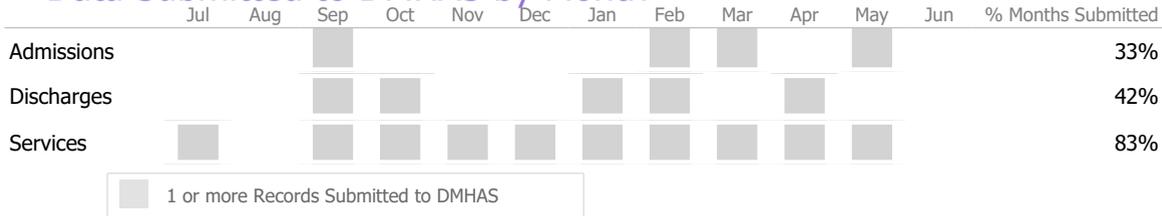
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	232	-92% ▼
Admits	10	170	-94% ▼
Discharges	10	224	-96% ▼
Service Hours	8	1	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	3	5	-40% ▼
Discharges	-	4	-100% ▼
Service Hours	907	751	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	85%	85%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs