

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	12	10	20%	▲
	Admits	2	1	100%	▲
	Discharges	12			
	Service Hours	121	269	-55%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	12	100.0%

Consumer Satisfaction Survey

(Based on 6 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		83%	80%	92%
✓ Overall		83%	80%	91%
✓ Recovery		83%	80%	79%
● Outcome		50%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	1	8%	13%
26-34			▼ 24%
35-44	3	25%	20%
45-54	1	8%	▼ 21%
55-64	6	50%	▲ 16%
65+	1	8%	5%

Gender	#	%	State Avg
Female	8	67%	▲ 40%
Male	4	33%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	12	100%	▲ 72%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			▼ 12%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	12	100%	▲ 64%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 17%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	10	20%	▲
Admits	2	1	100%	▲
Discharges	12	-		
Service Hours	121	269	-55%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	91%	15% ▲

Service Utilization

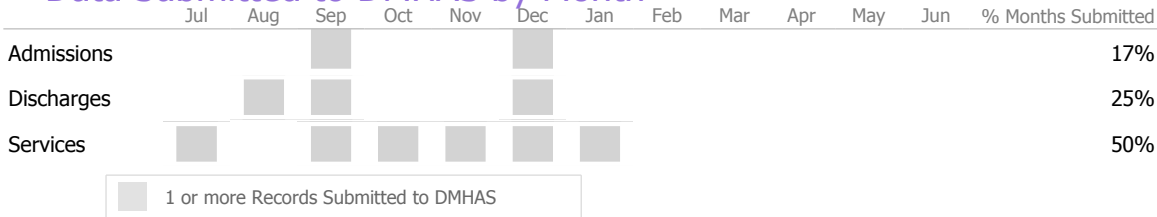
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	93%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs