

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	242	251	-4%
	Admits	19	26	-27% ▼
	Discharges	134	24	458%
	Service Hours	8,776	17,538	-50% ▼

▲ > 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	242	100.0%

### Consumer Satisfaction Survey (Based on 178 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		88%	80%	88%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Outcome		83%	80%	83%
● Recovery		76%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	17	7%	13%
26-34	54	22%	24%
35-44	41	17%	20%
45-54	42	17%	21%
55-64	71	29% ▲	16%
65+	17	7%	5%

Gender	#	%	State Avg
Male	146	60%	60%
Female	96	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	208	86% ▲	72%
Hispanic-Other	17	7%	7%
Hisp-Puerto Rican	14	6%	12%
Unknown	2	1%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	157	65%	64%
Black/African American	61	25%	17%
Other	18	7%	13%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	4%
Am. Indian/Native Alaskan			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	43	46	-7%
Admits	1	7	-86% ▼
Discharges	43	4	975% ▲
Service Hours	293	3,283	-91% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	100%	50%	60%	50% ▲

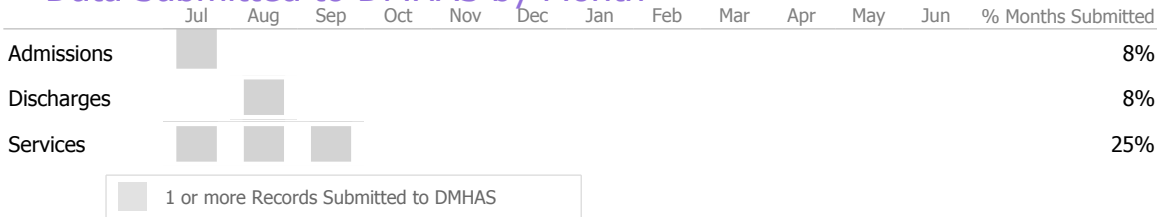
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	98%	60%	71%	38% ▲
✓ Stable Living Situation		42	98%	80%	84%	18% ▲
● Employed		1	2%	20%	11%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	84	-4%
Admits	6	10	-40% ▼
Discharges	36	9	300% ▲
Service Hours	3,313	6,023	-45% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		34	94%	50%	60%	44% ▲

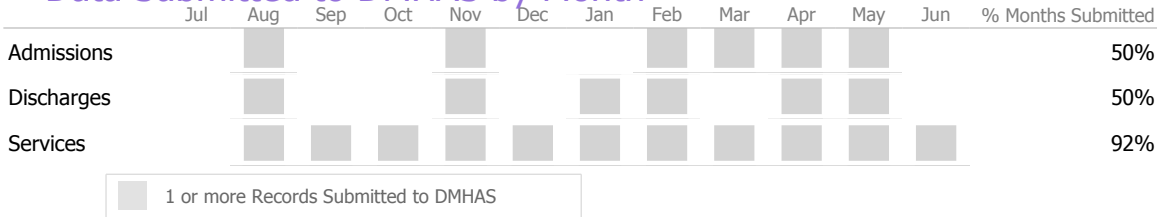
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		72	88%	60%	71%	28% ▲
✓ Stable Living Situation		80	98%	80%	84%	18% ▲
● Employed		3	4%	20%	11%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	100%	90%	71%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	98	1%
Admits	11	8	38% ▲
Discharges	30	9	233% ▲
Service Hours	4,861	6,569	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	90%	50%	60%	40% ▲

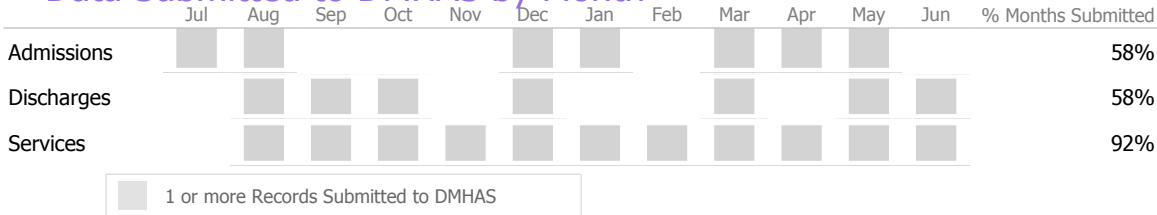
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		93	93%	60%	71%	33% ▲
✓ Stable Living Situation		98	98%	80%	84%	18% ▲
● Employed		2	2%	20%	11%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	100%	90%	71%	10%

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Actual | Goal ✓ Goal Met ● Below Goal

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	1	-	
Discharges	21	1	2000% ▲
Service Hours	184	1,332	-86% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	N/A	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	100%	50%	60%	50% ▲

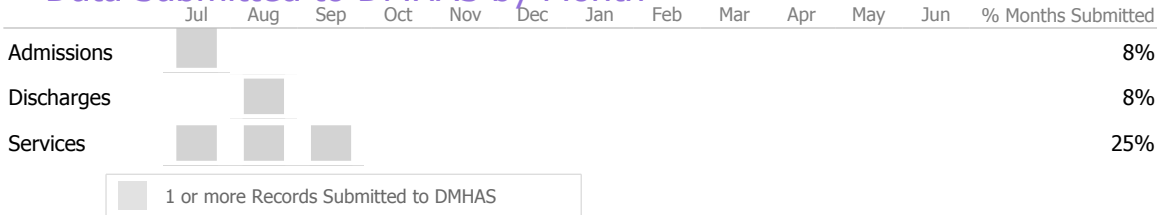
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	71%	35% ▲
✓ Stable Living Situation		21	100%	80%	84%	20% ▲
● Employed		1	5%	20%	11%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	1	-100% ▼
Discharges	4	1	300% ▲
Service Hours	125	331	-62% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	N/A	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	60%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	71%	40% ▲
✓ Stable Living Situation		4	100%	80%	84%	20% ▲
● Employed		0	0%	20%	11%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

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