

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	237	240	-1%
	Admits	11	30	-63% ▼
	Discharges	16	11	45% ▲
	Service Hours	9,030	8,892	2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	237	100.0%

Consumer Satisfaction Survey

(Based on 143 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		85%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	20	8%	13%
26-34	62	26%	23%
35-44	31	13%	19%
45-54	43	18%	22%
55-64	68	29% ▲	17%
65+	13	5%	5%

Gender	#	%	State Avg
Male	143	60%	59%
Female	94	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	207	87% ▲	74%
Hispanic-Other	16	7%	7%
Hisp-Puerto Rican	13	5%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	156	66%	65%
Black/African American	60	25%	16%
Other	15	6%	13%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	3%
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	41	5%
Admits	3	8	-63% ▼
Discharges	3	2	50% ▲
Service Hours	1,812	1,612	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	61%	50% ▲

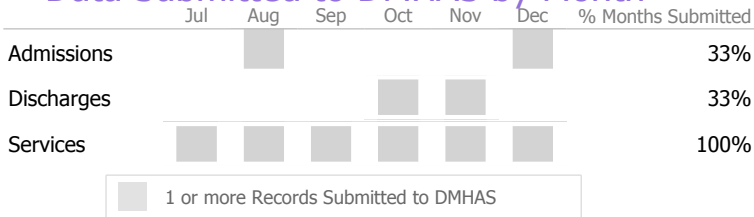
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		39	91%	60%	61%	31% ▲
✓ Stable Living Situation		43	100%	80%	77%	20% ▲
● Employed		1	2%	20%	10%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	65%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	77	0%
Admits	4	11	-64% ▼
Discharges	6	4	50% ▲
Service Hours	3,155	2,669	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	50%	50%	61%	0%

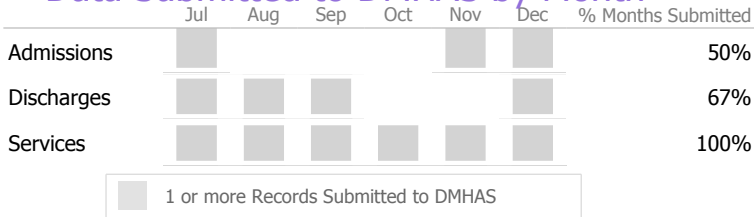
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		72	92%	60%	61%	32% ▲
✓ Stable Living Situation		77	99%	80%	77%	19% ▲
● Employed		3	4%	20%	10%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	100%	90%	65%	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	93	94	-1%
Admits	3	6	-50% ▼
Discharges	5	2	150% ▲
Service Hours	3,262	3,091	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	50%	61%	-10% ▼

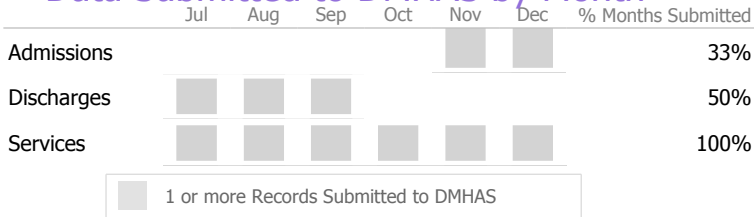
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	92%	60%	61%	32% ▲
Stable Living Situation		90	97%	80%	77%	17% ▲
Employed		3	3%	20%	10%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		88	100%	90%	65%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	26	-19% ▼
Admits	-	4	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	632	1,357	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	61%	50% ▲

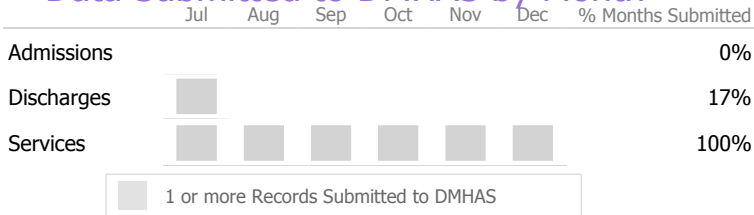
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	90%	60%	61%	30% ▲
✓ Stable Living Situation		20	95%	80%	77%	15% ▲
● Employed		1	5%	20%	10%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	65%	10%

Data Submitted to DMHAS by Month



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Actual | Goal ✓ Goal Met ● Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	170	163	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	61%	50% ▲

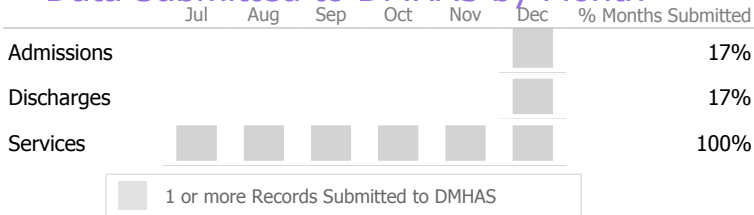
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	61%	20% ▲
✓ Stable Living Situation		5	100%	80%	77%	20% ▲
● Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	65%	10%

Data Submitted to DMHAS by Month



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