

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	45	57	-21% ▼
	Admits	26	36	-28% ▼
	Discharges	24	39	-38% ▼
	Service Hours	1,251	1,376	-9%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	45	100.0%

Consumer Satisfaction Survey

(Based on 12 FY15 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	4	9%	15%
26-34	19	43%	▲ 24%
35-44	13	30%	▲ 19%
45-54	8	18%	22%
55-64			▼ 15%
65+			4%

Gender	#	%	State Avg
Female	44	98%	▲ 40%
Male	1	2%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	35	78%	75%
Hisp-Puerto Rican	6	13%	12%
Unknown	3	7%	6%
Hispanic-Other	1	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	18	40%	▲ 16%
White/Caucasian	15	33%	▼ 65%
Other	8	18%	13%
Asian	2	4%	1%
Unknown	2	4%	3%
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	19	18	6%
Admits	9	4	125% ▲
Discharges	6	8	-25% ▼
Service Hours	572	786	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	17%	50%	56%	-33% ▼

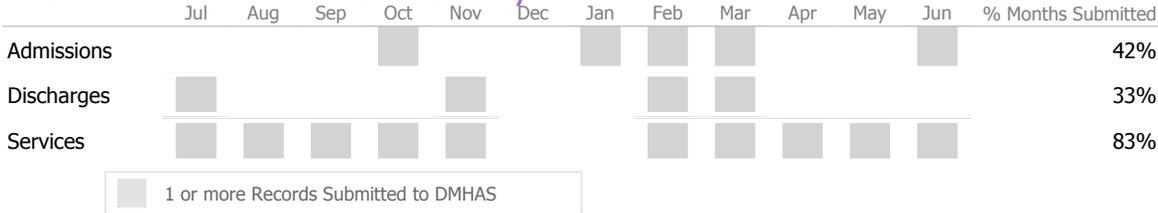
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	95%	60%	65%	35% ▲
Stable Living Situation		13	68%	80%	82%	-12% ▼
Employed		1	5%	20%	12%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	67%	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	26	40	-35% ▼
Admits	17	32	-47% ▼
Discharges	18	31	-42% ▼
Service Hours	678	590	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	0%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	56%	50%	56%	6%

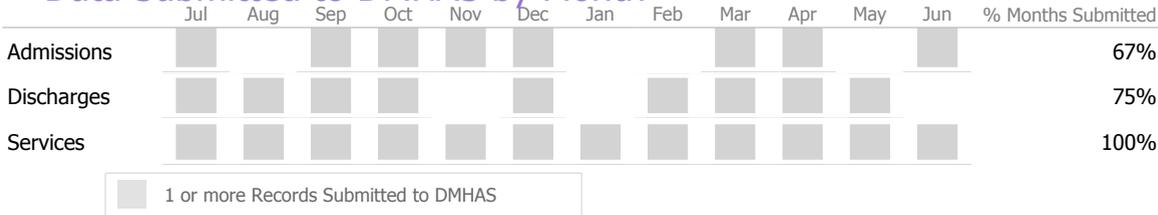
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	96%	60%	65%	36% ▲
✓ Employed		13	50%	20%	12%	30% ▲
✓ Stable Living Situation		25	96%	80%	82%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	67%	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