

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 251    | 253      | -1%        |
|               | Admits         | 26     | 44       | -41% ▼     |
|               | Discharges     | 24     | 30       | -20% ▼     |
|               | Service Hours  | 17,568 | 19,103   | -8%        |

▲ > 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    | 251 | 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 | 22 | 9%    | 14%       |
| 26-34 | 63 | 25%   | 24%       |
| 35-44 | 37 | 15%   | 20%       |
| 45-54 | 46 | 18%   | 22%       |
| 55-64 | 69 | 27% ▲ | 16%       |
| 65+   | 14 | 6%    | 5%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Male        | 154 | 61% | 60%       |
| Female      | 97  | 39% | 40%       |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %     | State Avg |
|-------------------|-----|-------|-----------|
| Non-Hispanic      | 219 | 87% ▲ | 74%       |
| Hispanic-Other    | 16  | 6%    | 7%        |
| Hisp-Puerto Rican | 15  | 6%    | 13%       |
| Hispanic-Cuban    | 1   | 0%    | 0%        |
| Hispanic-Mexican  |     |       | 1%        |
| Unknown           |     |       | 6%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian                 | 163 | 65% | 65%       |
| Black/African American          | 65  | 26% | 16%       |
| Other                           | 17  | 7%  | 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 | 47     | 46       | 2%         |
| Admits         | 7      | 13       | -46% ▼     |
| Discharges     | 4      | 6        | -33% ▼     |
| Service Hours  | 3,368  | 3,876    | -13% ▼     |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 100%   | 73%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 4      | 100%     | 50%    | 58%       | 50% ▲          |

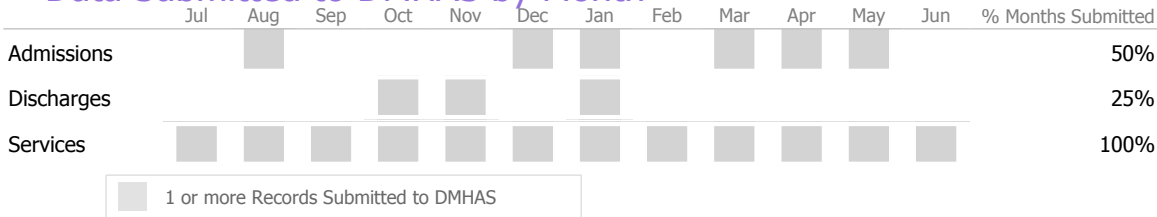
### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 44     | 94%      | 60%    | 68%       | 34% ▲          |
| ✓ Stable Living Situation         |                    | 45     | 96%      | 80%    | 85%       | 16% ▲          |
| ● Employed                        |                    | 1      | 2%       | 20%    | 10%       | -18% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 43     | 100%     | 90%    | 74%       | 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 | 83     | 81       | 2%         |
| Admits         | 10     | 15       | -33% ▼     |
| Discharges     | 9      | 9        | 0%         |
| Service Hours  | 5,968  | 6,049    | -1%        |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 99%    | 73%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 4      | 44%      | 50%    | 58%       | -6%            |

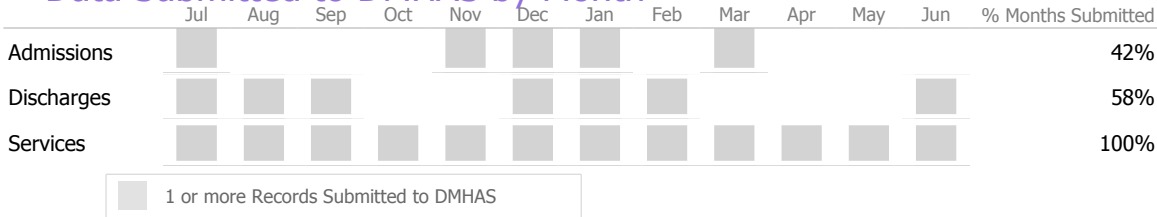
### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 77     | 92%      | 60%    | 68%       | 32% ▲          |
| Stable Living Situation           |                    | 83     | 99%      | 80%    | 85%       | 19% ▲          |
| Employed                          |                    | 3      | 4%       | 20%    | 10%       | -16% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 75     | 100%     | 90%    | 74%       | 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 | 98     | 99       | -1%        |
| Admits         | 8      | 11       | -27% ▼     |
| Discharges     | 9      | 9        | 0%         |
| Service Hours  | 6,569  | 6,515    | 1%         |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 100%   | 73%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 5      | 56%      | 50%    | 58%       | 6%             |

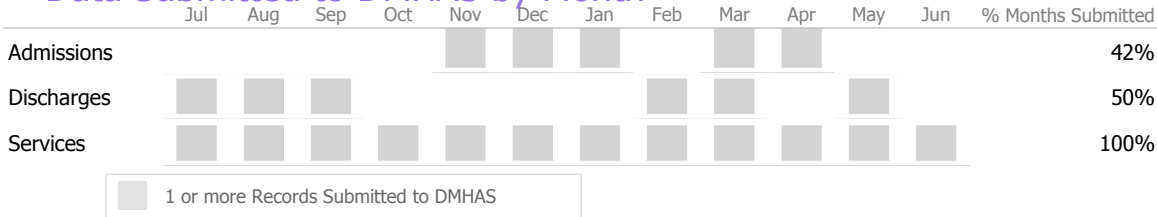
### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 92     | 94%      | 60%    | 68%       | 34% ▲          |
| ✓ Stable Living Situation         |                    | 97     | 99%      | 80%    | 85%       | 19% ▲          |
| ● Employed                        |                    | 3      | 3%       | 20%    | 10%       | -17% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 89     | 100%     | 90%    | 74%       | 10%            |

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▲ > 10% Over ▼ < 10% Under

■ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

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### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21     | 26       | -19% ▼     |
| Admits         | -      | 4        | -100% ▼    |
| Discharges     | 1      | 5        | -80% ▼     |
| Service Hours  | 1,332  | 2,338    | -43% ▼     |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 100%   | 73%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 1      | 100%     | 50%    | 58%       | 50% ▲          |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 20     | 95%      | 60%    | 68%       | 35% ▲          |
| ✓ Stable Living Situation         |                    | 21     | 100%     | 80%    | 85%       | 20% ▲          |
| ● Employed                        |                    | 0      | 0%       | 20%    | 10%       | -20% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 20     | 100%     | 90%    | 74%       | 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  | 331    | 325      | 2%         |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 100%   | 73%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 1      | 100%     | 50%    | 58%       | 50% ▲          |

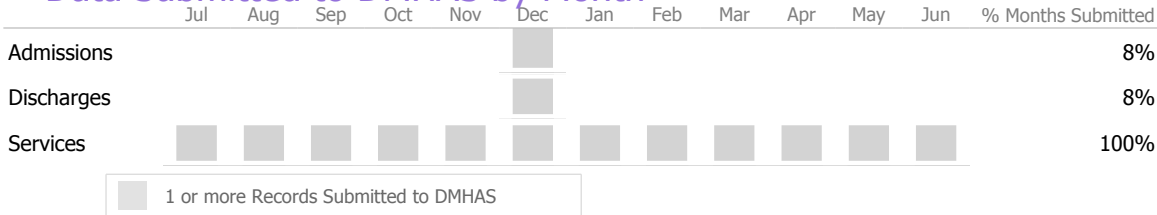
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| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 5      | 100%     | 60%    | 68%       | 40% ▲          |
| ✓ Stable Living Situation         |                    | 5      | 100%     | 80%    | 85%       | 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%    | 74%       | 10%            |

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