

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	540	528	2%
	Admits	81	87	-7%
	Discharges	97	72	35% ▲
	Service Hours	1,518	1,786	-15% ▼
	S.Rehab/PHP/IOP	8,694	9,189	-5%

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

Consumer Satisfaction Survey (Based on 295 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Outcome		91%	80%	83%
✓ Participation in Treatment		90%	80%	92%
✓ Recovery		86%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	465	74.4%
	Employment Services	99	15.8%
	Education Support	42	6.7%
	Case Management	19	3.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	49	9%	12%	Male	312	58%	58%
26-34	70	13%	22%	Female	228	42%	42%
35-44	85	16%	19%	Transgender			0%
45-54	155	29%	23%				
55-64	148	27%	18%				
65+	32	6%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	463	86%	75% ▲	White/Caucasian	289	54%	65% ▼
Hisp-Puerto Rican	35	6%	12%	Black/African American	210	39%	16% ▲
Hispanic-Other	31	6%	7%	Other	28	5%	13%
Unknown	11	2%	6%	Asian	6	1%	1%
Hispanic-Cuban			0%	Unknown	4	1%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	2	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	2	-100% ▼
Discharges	2	3	-33% ▼
Service Hours	117	44	163% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		7	70%	35%	43%	35% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				100%

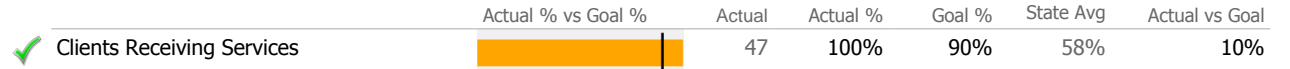
▲ > 10% Over ▼ < 10% Under

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	30	137% ▲
Admits	29	10	190% ▲
Discharges	29	6	383% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,728	934	85% ▲

Service Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	269	278	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	79%	15% ▲

Service Utilization

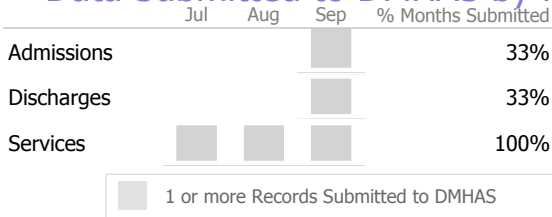
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month



* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	199	190	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	83%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

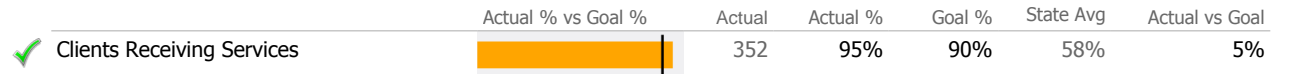
Actual | Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

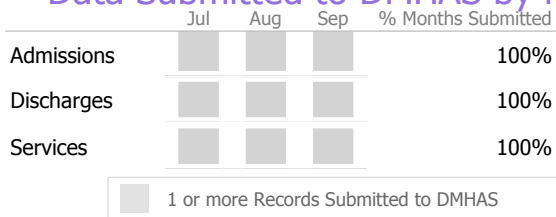
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	412	439	-6%
Admits	31	54	-43% ▼
Discharges	43	43	0%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,966	8,255	-16% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	38	11%	▲
Admits	6	3	100%	▲
Discharges	6	4	50%	▲
Service Hours	296	395	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		40	95%	35%	67%	60% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		36	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

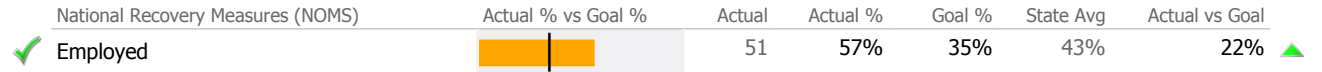
Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 5 Active Education Support Programs

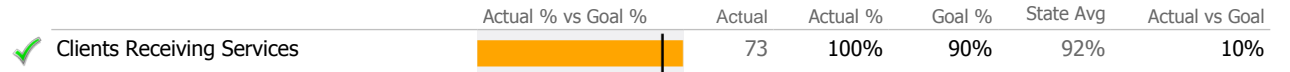
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	80	11% ▲
Admits	14	17	-18% ▼
Discharges	16	14	14% ▲
Service Hours	638	880	-28% ▼

Recovery



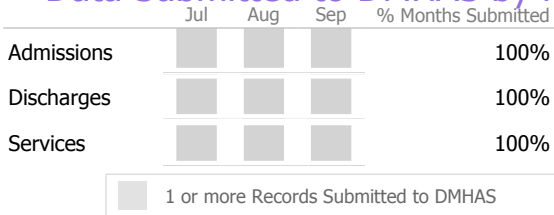
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Employment Services Programs