

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	96	75	28%	▲
	Admits	84	64	31%	▲
	Discharges	79	62	27%	▲
	Service Hours	6,747	1,757		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	96	100.0%

Consumer Satisfaction Survey

(Based on 33 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Access		94%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		89%	80%	91%
✓ Overall		88%	80%	91%
✓ Recovery		88%	80%	79%
✓ Outcome		83%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	7	7%	14%
26-34	19	20%	24%
35-44	12	13%	20%
45-54	42	44%	22%
55-64	12	13%	16%
65+	4	4%	5%

Gender	#	%	State Avg
Female	96	100%	40%
Male			60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	64	67%	74%
Hisp-Puerto Rican	24	25%	13%
Hispanic-Other	6	6%	7%
Hispanic-Mexican	2	2%	1%
Hispanic-Cuban			0%
Unknown			6%

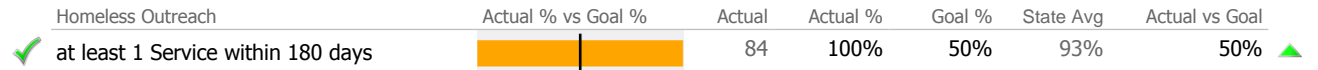
Race	#	%	State Avg
Black/African American	47	49%	16%
White/Caucasian	40	42%	65%
Other	4	4%	13%
Am. Indian/Native Alaskan	3	3%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	3%
Asian			1%
Multiple Races			1%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

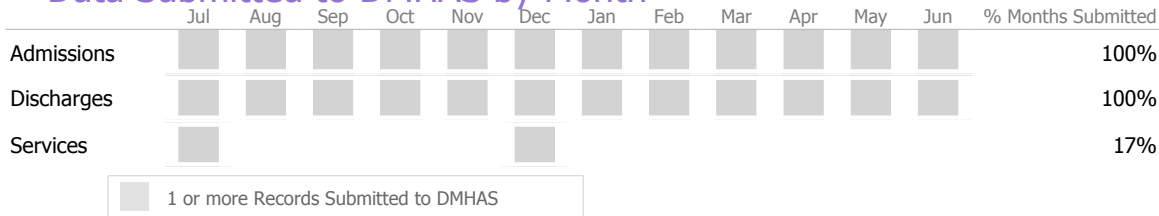
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	75	28% ▲
Admits	84	64	31% ▲
Discharges	79	62	27% ▲
Service Hours	6,747	1,757	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs