

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	36		
	Admits	6		
	Discharges			
	Service Hours	6	-	

### Consumer Satisfaction Survey (Based on 2 FY20 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%
✓ Access		100%	80%	88%



### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	36	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	5	14%	8%
26-34	12	34% ▲	21%
35-44	11	31%	22%
45-54	3	9% ▼	20%
55-64	3	9% ▼	20%
65+	1	3%	9%

Gender	#	%	State Avg
Male	25	69% ▲	58%
Female	11	31% ▼	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	33	92% ▲	69%
Hisp-Puerto Rican	2	6%	12%
Hispanic-Other	1	3%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	31	86% ▲	63%
Black/African American	3	8%	16%
Other	2	6%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%



Variations in data may be indicative of operational adjustments related to the pandemic.

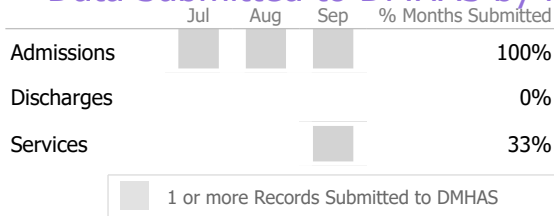
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36		
Admits	6	-	
Discharges	-	-	
Service Hours	6	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	83%	50%	56%	33% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 22 Active Outreach & Engagement Programs