

Provider Activity

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

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

Consumer Satisfaction Survey

(Based on 2 FY20 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	36	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	5	14%	8%		Male	25	69%	58%
26-34	12	34%	21%	▲	Female	11	31%	42%
35-44	11	31%	22%		Transgender			0%
45-54	3	9%	20%	▼				
55-64	3	9%	20%	▼				
65+	1	3%	9%					

Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	33	92%	69%	▲	White/Caucasian	31	86%	63%
Hisp-Puerto Rican	2	6%	12%		Black/African American	3	8%	16%
Hispanic-Other	1	3%	8%		Other	2	6%	13%
Hispanic-Cuban			0%		Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%		Asian			1%
Unknown			11%	▼	Multiple Races			1%

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

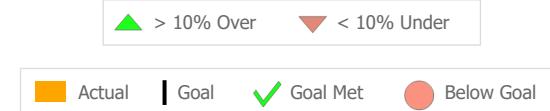
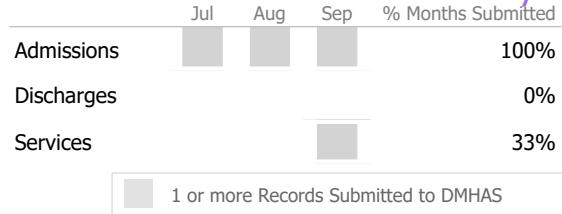
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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



* State Avg based on 22 Active Outreach & Engagement Programs