

## Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| ↑             | Unique Clients | 25     | 30       | -17% ▼     |
| ↑             | Admits         | 7      | 12       | -42% ▼     |
| ↑             | Discharges     | 7      | 10       | -30% ▼     |
| ↑             | Service Hours  | 1,300  | 1,795    | -28% ▼     |

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

## Consumer Satisfaction Survey

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Recovery                    | 100%   100%          | 100%        | 80%    | 79%       |
| ✓ Quality and Appropriateness | 95%   95%            | 95%         | 80%    | 93%       |
| ✓ Overall                     | 95%   95%            | 95%         | 80%    | 91%       |
| ✓ Access                      | 95%   95%            | 95%         | 80%    | 88%       |
| ✓ General Satisfaction        | 90%   90%            | 90%         | 80%    | 92%       |
| ✓ Respect                     | 89%   89%            | 89%         | 80%    | 91%       |
| ✓ Participation in Treatment  | 81%   81%            | 81%         | 80%    | 92%       |
| ✓ Outcome                     | 80%   80%            | 80%         | 80%    | 83%       |

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|--------------|--------------------|---|---|
|--------------|--------------------|---|---|

## Mental Health

|                 |            |    |        |
|-----------------|------------|----|--------|
| Case Management | ██████████ | 25 | 100.0% |
|-----------------|------------|----|--------|

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

## Client Demographics

| Age   | # | %     | State Avg |
|-------|---|-------|-----------|
| 18-25 | 1 | 4%    | 8%        |
| 26-34 | 1 | 4% ▼  | 21%       |
| 35-44 | 6 | 24%   | 22%       |
| 45-54 | 9 | 36% ▲ | 20%       |
| 55-64 | 7 | 28%   | 20%       |
| 65+   | 1 | 4%    | 9%        |

| Ethnicity         | #  | %     | State Avg |
|-------------------|----|-------|-----------|
| Non-Hispanic      | 19 | 76%   | 69%       |
| Hisp-Puerto Rican | 6  | 24% ▲ | 12%       |
| Hispanic-Cuban    |    | 0%    |           |
| Hispanic-Mexican  |    | 1%    |           |
| Hispanic-Other    |    | 8%    |           |
| Unknown           |    | 11% ▼ |           |

| Gender      | #  | %      | State Avg |
|-------------|----|--------|-----------|
| Female      | 25 | 100% ▲ | 42%       |
| Male        |    | 58% ▼  |           |
| Transgender |    | 0%     |           |

| Race                            | #  | %     | State Avg |
|---------------------------------|----|-------|-----------|
| Black/African American          | 12 | 48% ▲ | 16%       |
| White/Caucasian                 | 11 | 44% ▼ | 63%       |
| Hawaiian/Other Pacific Islander | 1  | 4%    | 0%        |
| Other                           | 1  | 4%    | 13%       |
| Am. Indian/Native Alaskan       |    |       | 1%        |
| Asian                           |    |       | 1%        |
| Multiple Races                  |    |       | 1%        |
| Unknown                         |    |       | 5%        |

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

**Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
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**Service Engagement**

| Homeless Outreach                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ at least 1 Service within 180 days |                    | 7      | 100%     | 50%    | 93%       | 50% ▲          |

**Data Submitted to DMHAS by Month**

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | 100%               |
| Discharges | ■   | ■   | ■   | 100%               |
| Services   | ■   |     |     | 33%                |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 45 Active Outreach &amp; Engagement Programs