

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	25	100.0%

Consumer Satisfaction Survey

(Based on 22 FY20 Surveys)

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

■ 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%

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

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% ▼

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 %
Unique Clients	25	30	-17% ▼
Admits	7	12	-42% ▼
Discharges	7	10	-30% ▼
Service Hours	1,300	1,795	-28% ▼

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 & Engagement Programs