

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	35	42	-17%
	Admits	17	26	-35%
	Discharges	17	25	-32%
	Service Hours	2,117	3,413	-38%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Case Management		35	100.0%
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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	3%	9%
26-34	2	6%	21%
35-44	6	17%	22%
45-54	10	29%	19%
55-64	13	37%	20%
65+	3	9%	8%

Gender

	#	%	State Avg
Female	35	100%	42%
Male	1	3%	58%
Transgender			0%

Race

	#	%	State Avg
Black/African American	17	49%	17%
White/Caucasian	15	43%	62%
Hawaiian/Other Pacific Islander	2	6%	0%
Other	1	3%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			6%

Ethnicity

	#	%	State Avg
Non-Hispanic	26	74%	70%
Hisp-Puerto Rican	9	26%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Unknown			10%

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

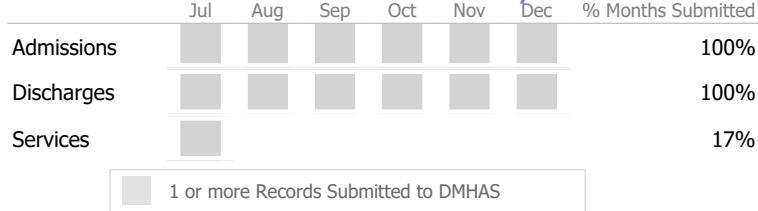
Program Activity

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		16	94%	50%	92%	44% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs