

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	409	411	0%
	Admits	96	60	60%
	Discharges	141	93	52%
	Service Hours	9,912	5,558	78%
	S.Rehab/PHP/IOP	5,102	2,230	129%

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

## Consumer Satisfaction Survey

(Based on 79 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		89%	80%	83%
✓ Recovery		86%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Social Rehabilitation		206	50.2%
Case Management		204	49.8%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		Male	Female	Transgender
18-25	19	5%	10%				
26-34	64	16%	22%				
35-44	73	18%	23%				
45-54	81	20%	19%				
55-64	115	28%	19%				
65+	57	14%	8%				
Ethnicity	#	%	State Avg	White/Caucasian	#	%	State Avg
Non-Hispanic	273	67%	68%	Black/African American	151	37%	17%
Hisp-Puerto Rican	95	23%		Other	71	17%	13%
Hispanic-Other	27	7%	8%	Asian	8	2%	1%
Unknown	8	2%	12%	Multiple Races	5	1%	1%
Hispanic-Cuban	4	1%	0%	Unknown	3	1%	6%
Hispanic-Mexican	2	0%	1%	Am. Indian/Native Alaskan	1	0%	0%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

## Program Activity

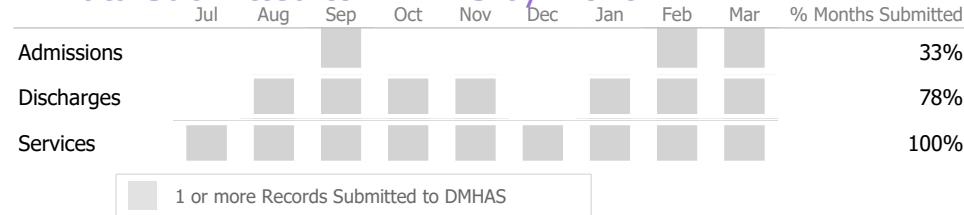
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	204	1%
Admits	5	4	25% <span style="color: green;">▲</span>
Discharges	16	6	167% <span style="color: green;">▲</span>
Service Hours	8,659	4,999	73% <span style="color: green;">▲</span>
Social Rehab/PHP/IOP Days	5,102	2,230	129% <span style="color: green;">▲</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

✓ Clients Receiving Services

## Data Submitted to DMHAS by Month


▲ > 10% Over    ▼ < 10% Under

█ Actual     Goal    ✓ Goal Met    ● Below Goal

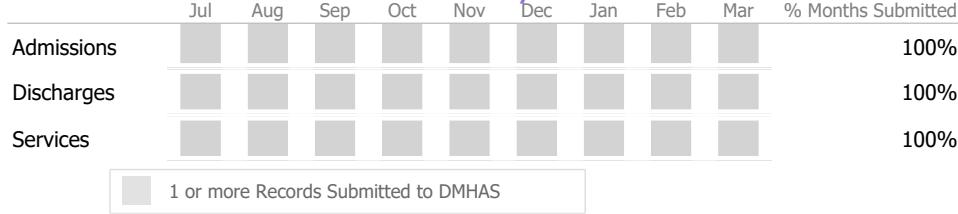
\* State Avg based on 34 Active Social Rehabilitation Programs

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	211	-3%
Admits	91	56	63% <span style="color: green;">▲</span>
Discharges	125	87	44% <span style="color: green;">▲</span>
Service Hours	1,253	559	124% <span style="color: green;">▲</span>

**Service Engagement**

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 83%; background-color: orange;"></div>	83	91%	50%	94%	41% <span style="color: green;">▲</span>

**Data Submitted to DMHAS by Month**

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active Outreach &amp; Engagement Programs