

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗	Unique Clients	58	29	100%	▲
↗	Admits	21	10	110%	▲
↗	Discharges	22	12	83%	▲
↗	Service Hours	98	39	153%	▲

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

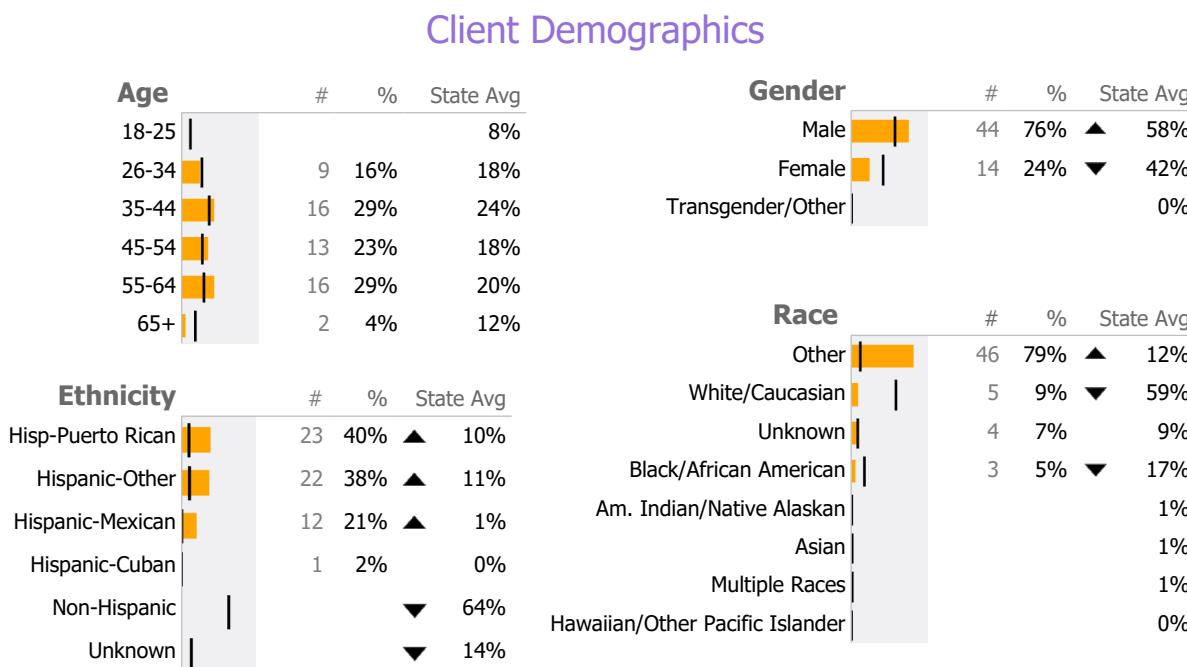
Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ Respect	94% 94%	94%	80%	91%
✓ Access	94% 94%	94%	80%	88%
✓ General Satisfaction	91% 91%	91%	80%	92%
✓ Overall	91% 91%	91%	80%	91%
✓ Participation in Treatment	85% 85%	85%	80%	92%
✓ Outcome	83% 83%	83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	58	100.0%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	58	29	100%	▲
Admits	21	10	110%	▲
Discharges	22	12	83%	▲
Service Hours	98	39	153%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		21	100%	50%	68%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs