

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	78	59	34%	▲
	Admits	46	46	0%	
	Discharges	47	33	42%	▲
	Service Hours	173	210	-18%	▼

▲ > 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% Goal %	100%	80%	93%
✓ Respect	94% Goal %	94%	80%	91%
✓ Access	94% Goal %	94%	80%	88%
✓ General Satisfaction	91% Goal %	91%	80%	92%
✓ Overall	91% Goal %	91%	80%	91%
✓ Participation in Treatment	85% Goal %	85%	80%	92%
✓ Outcome	83% Goal %	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	79	100.0%

Age

Age	#	%	State Avg
18-25	1	8%	
26-34	13	17%	19%
35-44	20	26%	25%
45-54	23	30%	18%
55-64	18	23%	18%
65+	3	4%	11%

Ethnicity

Ethnicity	#	%	State Avg
Hispanic-Other	34	43%	11%
Hisp-Puerto Rican	30	38%	10%
Hispanic-Mexican	14	18%	1%
Hispanic-Cuban	1	1%	0%
Non-Hispanic			64%
Unknown			14%

Gender

Gender	#	%	State Avg
Male	59	75%	59%
Female	20	25%	40%
Transgender/Other			0%

Race

Race	#	%	State Avg
Other	66	84%	12%
Unknown	5	6%	9%
White/Caucasian	5	6%	58%
Black/African American	3	4%	17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

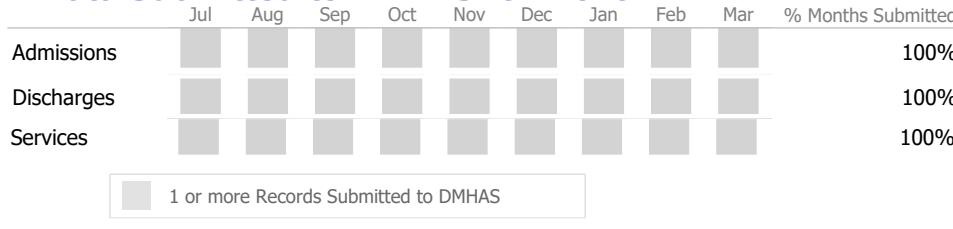
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	78	59	32%	▲
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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		44	100%	50%	82%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Outreach & Engagement Programs