

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	83	96	-14%	▼
	Admits	66	84	-21%	▼
	Discharges	64	79	-19%	▼
	Service Hours	9,116	6,747	35%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	83	100.0%

Consumer Satisfaction Survey

(Based on 18 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Recovery		94%	80%	79%
✓ Respect		93%	80%	91%
● Outcome		76%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	4	5%	13%
26-34	19	23%	24%
35-44	24	29%	20%
45-54	21	25%	21%
55-64	13	16%	16%
65+	2	2%	5%

Gender	#	%	State Avg
Female	83	100%	▲ 40%
Male			▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	57	69%	72%
Hisp-Puerto Rican	21	25%	▲ 12%
Hispanic-Other	5	6%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			7%

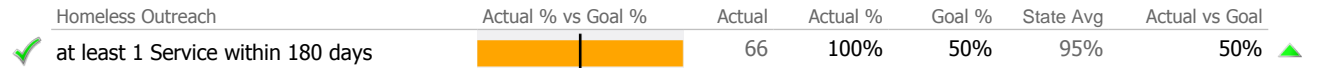
Race	#	%	State Avg
Black/African American	58	70%	▲ 17%
White/Caucasian	23	28%	▼ 64%
Hawaiian/Other Pacific Islander	1	1%	0%
Other	1	1%	▼ 13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			4%

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

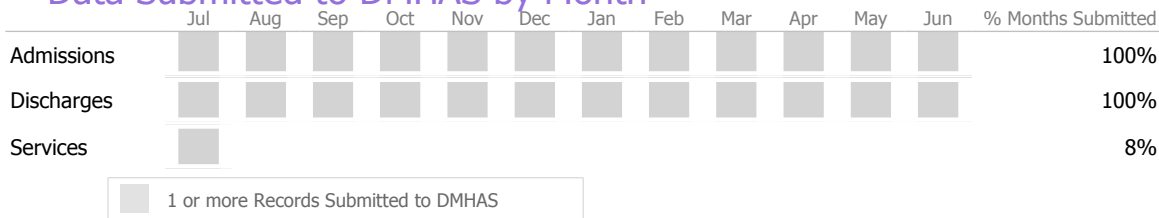
Program Activity

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Unique Clients	83	96	-14% ▼
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Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs