

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	292	308	-5%
	Admits	32	25	28% ▲
	Discharges	29	40	-28% ▼
	Service Hours	1,032	895	15% ▲
	S.Rehab/PHP/IOP	2,202	2,290	-4%

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

### Consumer Satisfaction Survey (Based on 60 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		97%	80%	88%
✓ Respect		96%	80%	91%
✓ Recovery		90%	80%	79%
✓ Outcome		84%	80%	83%

■ 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	202	64.1%
	Employment Services	113	35.9%

### Client Demographics

Age	#	%	State Avg
18-25	21	7%	9%
26-34	54	19%	22%
35-44	35	12%	21%
45-54	71	25%	20%
55-64	80	28%	20%
65+	28	10%	7%

Gender	#	%	State Avg
Female	161	55%	▲ 41%
Male	130	45%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	271	93%	▲ 71%
Unknown	12	4%	9%
Hispanic-Other	6	2%	7%
Hisp-Puerto Rican	3	1%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%


Race	#	%	State Avg
White/Caucasian	257	88%	▲ 64%
Black/African American	20	7%	16%
Other	6	2%	▼ 13%
Unknown	5	2%	5%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			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	202	229	-12% ▼
Admits	8	3	167% ▲
Discharges	6	20	-70% ▼
Social Rehab/PHP/IOP Days	2,202	2,290	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		180	92%	90%	61%	2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	113	0%
Admits	24	22	9%
Discharges	23	20	15% ▲
Service Hours	322	264	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		50	44%	35%	43%	9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		78	87%	90%	92%	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		95%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs