

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	33	30	10%
	Admits	6	5	20% ▲
	Discharges	8	4	100% ▲
	Service Hours	537	543	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	33	100.0%

Consumer Satisfaction Survey

(Based on 24 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		96%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		61%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	4	12%	23% ▼
35-44	5	15%	22%
45-54	10	30%	20%
55-64	9	27%	19%
65+	5	15%	7%

Gender	#	%	State Avg
Female	20	61%	40% ▲
Male	13	39%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	30	91%	70% ▲
Hispanic-Other	2	6%	8%
Unknown	1	3%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12% ▼

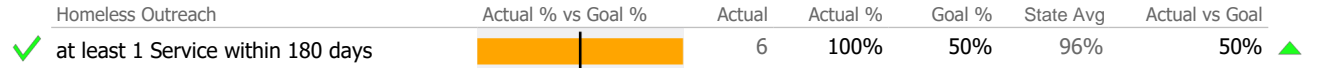
Race	#	%	State Avg
White/Caucasian	26	79%	63% ▲
Black/African American	6	18%	17%
Other	1	3%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

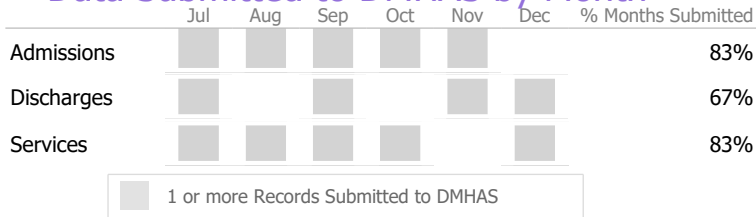
Program Activity

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Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs