

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	307	334	-8%
	Admits	52	55	-5%
	Discharges	55	73	-25% ▼
	Service Hours	1,953	1,802	8%
	S.Rehab/PHP/IOP	4,183	4,291	-3%

▲ > 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	208	61.9%
	Employment Services	128	38.1%

### Client Demographics

Age	#	%	State Avg
18-25	23	8%	10%
26-34	56	18%	23%
35-44	38	13%	22%
45-54	77	25%	20%
55-64	82	27%	19%
65+	28	9%	7%

Gender	#	%	State Avg
Female	170	56%	▲ 40%
Male	136	44%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	285	93%	▲ 70%
Unknown	13	4%	9%
Hispanic-Other	6	2%	8%
Hisp-Puerto Rican	3	1%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

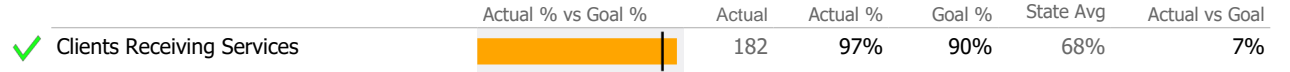
Race	#	%	State Avg
White/Caucasian	272	89%	▲ 63%
Black/African American	20	7%	17%
Other	6	2%	▼ 13%
Unknown	5	2%	5%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

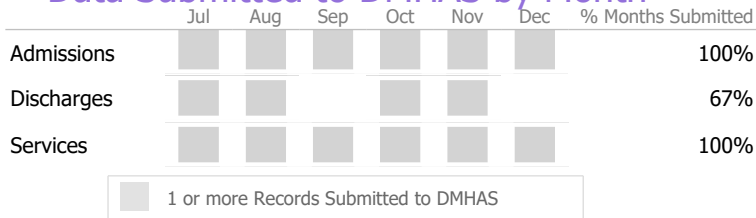
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	208	237	-12% ▼
Admits	14	11	27% ▲
Discharges	20	34	-41% ▼
Social Rehab/PHP/IOP Days	4,183	4,291	-3%

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 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	128	136	-6%
Admits	38	44	-14% ▼
Discharges	35	39	-10%
Service Hours	566	536	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		54	42%	35%	44%	7%

### Service Utilization

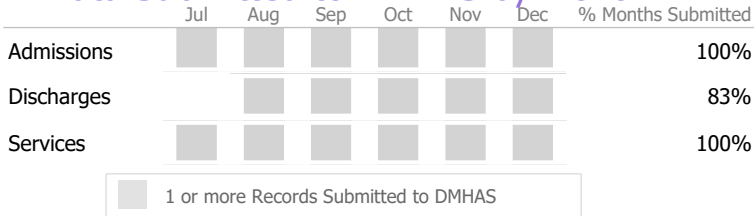
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		82	87%	90%	95%	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs