

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	42	55	-24% ▼
	Admits	26	35	-26% ▼
	Discharges	25	37	-32% ▼
	Service Hours	3,413	3,542	-4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	42	100.0%

Consumer Satisfaction Survey

(Based on 9 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%
✓ Quality and Appropriateness		89%	80%	93%
✓ General Satisfaction		89%	80%	92%
● Participation in Treatment		67%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	3	7%	10%
26-34	6	14%	23%
35-44	8	19%	22%
45-54	14	33% ▲	20%
55-64	10	24%	19%
65+	1	2%	7%

Gender	#	%	State Avg
Female	42	100% ▲	40%
Male			60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	69%	70%
Hisp-Puerto Rican	11	26% ▲	12%
Hispanic-Other	2	5%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			9%

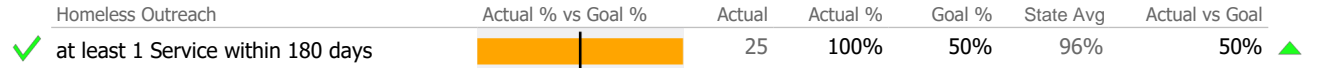
Race	#	%	State Avg
White/Caucasian	20	48% ▼	63%
Black/African American	18	43% ▲	17%
Other	3	7%	13%
Am. Indian/Native Alaskan	1	2%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

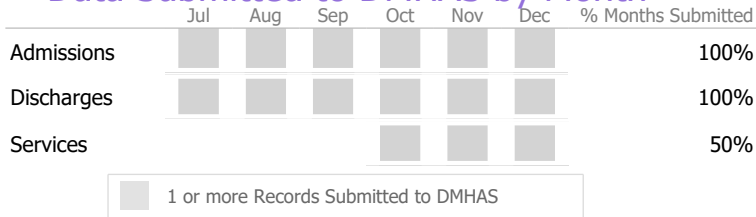
Program Activity

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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