

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	325	355	-8%
	Admits	76	82	-7%
	Discharges	73	106	-31% ▼
	Service Hours	3,012	2,731	10%
	S.Rehab/PHP/IOP	5,839	6,088	-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	#	%
Mental Health	Social Rehabilitation	215	60.2%
	Employment Services	142	39.8%

Client Demographics

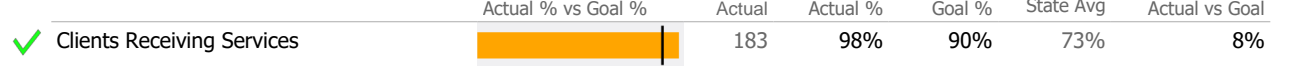
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	24	7%	11%	Female	176	54%	▲ 40%
26-34	59	18%	23%	Male	148	46%	▼ 60%
35-44	45	14%	22%	Transgender			0%
45-54	78	24%	20%				
55-64	88	27%	18%				
65+	28	9%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	299	92%	▲ 70%	White/Caucasian	288	89%	▲ 62%
Unknown	15	5%	10%	Black/African American	21	6%	▼ 17%
Hispanic-Other	6	2%	8%	Other	7	2%	▼ 13%
Hisp-Puerto Rican	5	2%	12%	Unknown	5	2%	5%
Hispanic-Cuban			0%	Asian	2	1%	1%
Hispanic-Mexican			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

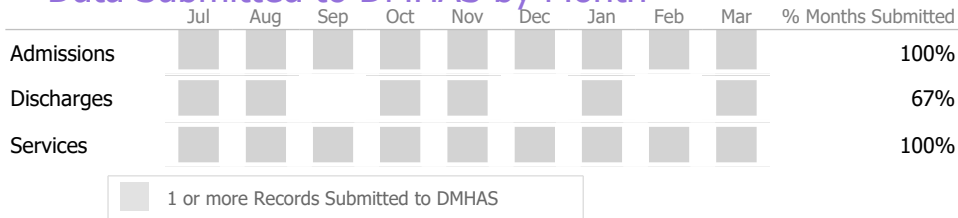
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	244	-12% ▼
Admits	22	19	16% ▲
Discharges	30	49	-39% ▼
Social Rehab/PHP/IOP Days	5,839	6,088	-4%

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	142	154	-8%
Admits	54	63	-14% ▼
Discharges	43	57	-25% ▼
Service Hours	884	839	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		56	39%	35%	43%	4%

Service Utilization

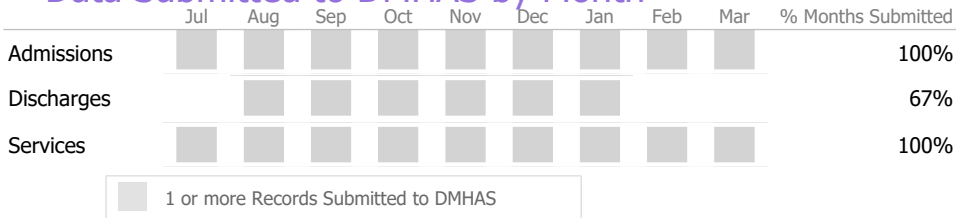
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		97	95%	90%	96%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
○ 6 Month Updates		96%

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