

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	55	68	-19% ▼
	Admits	39	49	-20% ▼
	Discharges	38	51	-25% ▼
	Service Hours	5,005	5,284	-5%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	55	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	6	11%	11%
26-34	7	13%	23%
35-44	12	22%	22%
45-54	17	31% ▲	20%
55-64	12	22%	18%
65+	1	2%	6%

Gender	#	%	State Avg
Female	55	100% ▲	40%
Male			60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	36	65%	70%
Hisp-Puerto Rican	16	29% ▲	12%
Hispanic-Other	3	5%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

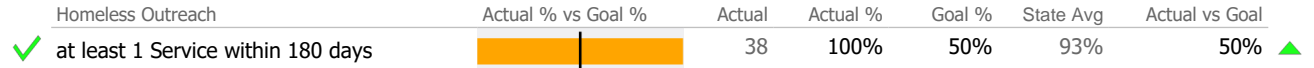
Race	#	%	State Avg
White/Caucasian	28	51% ▼	62%
Black/African American	22	40% ▲	17%
Other	3	5%	13%
Am. Indian/Native Alaskan	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Asian			1%
Multiple Races			1%
Unknown			5%

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

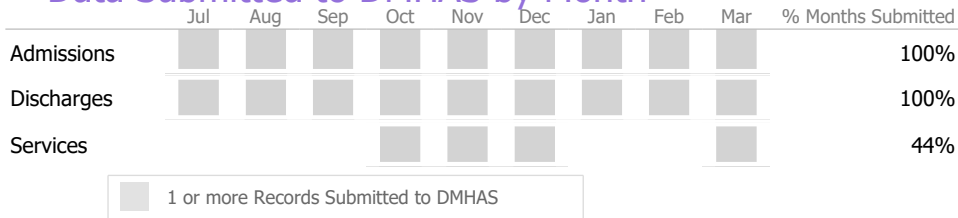
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	68	-19% ▼
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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