

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	326	384	-15%	▼
	Admits	81	119	-32%	▼
	Discharges	91	153	-41%	▼
	Service Hours	4,763	3,769	26%	▲
	S.Rehab/PHP/IOP	5,839	8,098	-28%	▼

▲ > 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	216	60.0%
	Employment Services	144	40.0%

Client Demographics

Age	#	%	State Avg
18-25	24	7%	11%
26-34	60	19%	23%
35-44	44	14%	22%
45-54	78	24%	20%
55-64	89	28%	18%
65+	28	9%	6%

Gender	#	%	State Avg
Female	178	55%	▲ 40%
Male	147	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	300	92%	▲ 69%
Unknown	15	5%	11%
Hispanic-Other	6	2%	8%
Hisp-Puerto Rican	5	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	289	89%	▲ 62%
Black/African American	21	6%	▼ 17%
Other	7	2%	▼ 13%
Unknown	5	2%	6%
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	216	254	-15% ▼
Admits	24	30	-20% ▼
Discharges	33	62	-47% ▼
Social Rehab/PHP/IOP Days	5,839	8,098	-28% ▼

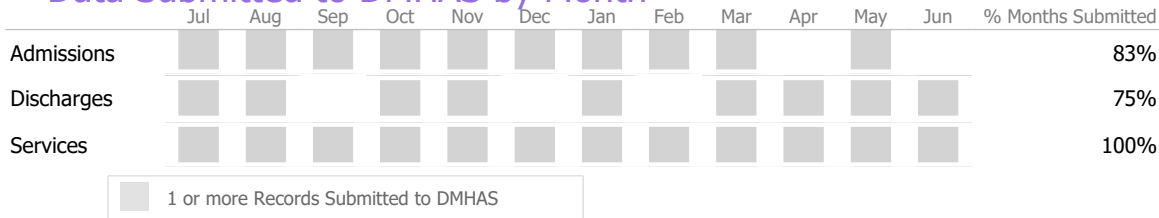
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	183	99%	90%	75%	9%

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	144	175	-18% ▼
Admits	57	89	-36% ▼
Discharges	58	91	-36% ▼
Service Hours	1,050	1,195	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		52	35%	35%	43%	0%

Service Utilization

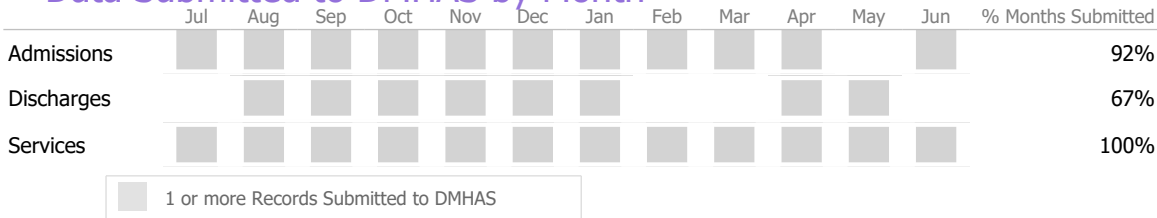
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		87	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		89%

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