

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	59	88	-33% ▼
	Admits	43	70	-39% ▼
	Discharges	44	73	-40% ▼
	Service Hours	6,267	6,760	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	59	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	7	12%	11%
26-34	7	12%	23% ▼
35-44	13	22%	22%
45-54	19	32%	20% ▲
55-64	12	20%	18%
65+	1	2%	6%

Gender	#	%	State Avg
Female	59	100%	40% ▲
Male			60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	66%	69%
Hisp-Puerto Rican	17	29%	11% ▲
Hispanic-Other	3	5%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			11% ▼

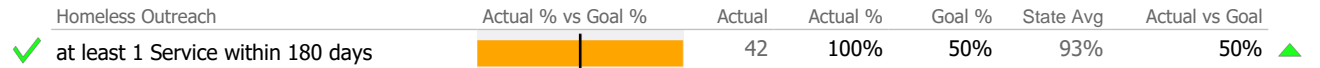
Race	#	%	State Avg
White/Caucasian	29	49%	62% ▼
Black/African American	25	42%	17% ▲
Other	3	5%	13%
Am. Indian/Native Alaskan	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Asian			1%
Multiple Races			1%
Unknown			6%

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

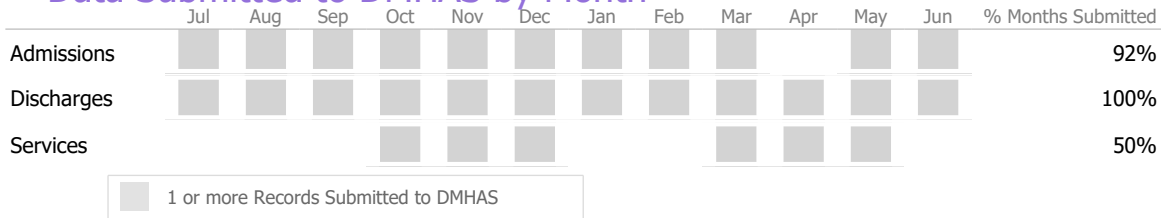
Program Activity

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Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 46 Active Outreach & Engagement Programs