

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	869	822	6%
	Admits	29	53	-45% ▼
	Discharges	10	40	-75% ▼
	Service Hours	50	1,500	-97% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	745	85.0%
	Case Management	131	15.0%

Consumer Satisfaction Survey

(Based on 144 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		92%	80%	91%
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		91%	80%	93%
✓ Outcome		84%	80%	83%
● Recovery		75%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	47	5%	12%
26-34	106	12%	22%
35-44	129	15%	19%
45-54	209	24%	23%
55-64	240	28%	18%
65+	130	15%	6%

Gender	#	%	State Avg
Female	523	60%	▲ 42%
Male	346	40%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	542	62%	▼ 75%
Hispanic-Other	296	34%	▲ 7%
Hisp-Puerto Rican	28	3%	12%
Unknown	2	0%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

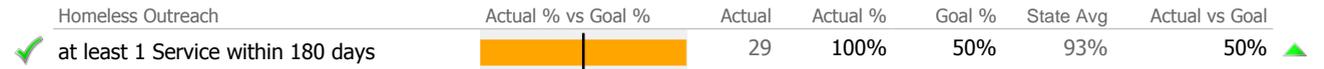
Race	#	%	State Avg
White/Caucasian	669	77%	▲ 65%
Black/African American	180	21%	16%
Asian	11	1%	1%
Other	7	1%	▼ 13%
Unknown	2	0%	3%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

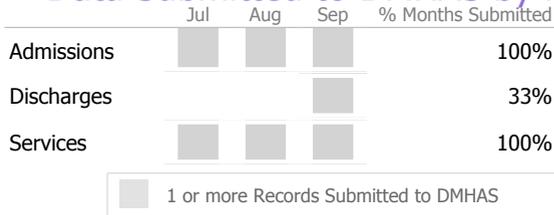
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	16	719% ▲
Admits	29	16	81% ▲
Discharges	10	2	400% ▲
Service Hours	50	14	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Outreach & Engagement Programs