

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	287	297	-3%
	Admits	13	13	0%
	Discharges	21	16	31% ▲
	Service Hours	2,377	2,787	-15% ▼
	S.Rehab/PHP/IOP	2,612	3,093	-16% ▼

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

### Consumer Satisfaction Survey

(Based on 63 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		92%	80%	83%

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	266	76.7%
	Employment Services	81	23.3%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	14	5%	12%	Female	154	54%	42% ▲
26-34	40	14%	22%	Male	133	46%	58% ▼
35-44	28	10%	19%	Transgender			0%
45-54	81	29%	23%				
55-64	88	31%	18% ▲				
65+	33	12%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	270	94%	75% ▲	White/Caucasian	259	90%	65% ▲
Unknown	10	3%	6%	Black/African American	14	5%	16% ▼
Hisp-Puerto Rican	4	1%	12% ▼	Other	7	2%	13% ▼
Hispanic-Other	3	1%	7%	Unknown	5	2%	3%
Hispanic-Cuban			0%	Asian	2	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

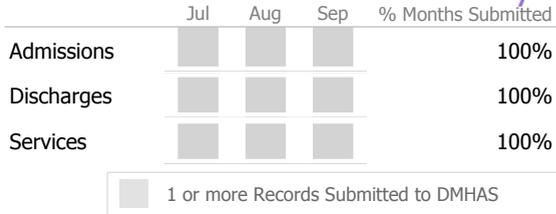
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	258	256	1%
Admits	8	10	-20% ▼
Discharges	9	7	29% ▲
Service Hours	547	541	1%
Social Rehab/PHP/IOP Days	2,612	3,093	-16% ▼

### Service Utilization



### Data Submitted to DMHAS by Month

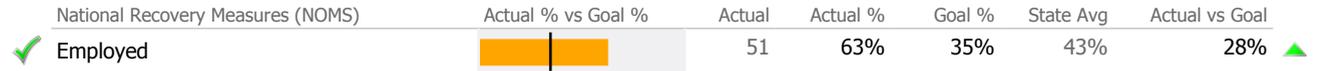


\* State Avg based on 38 Active Social Rehabilitation Programs

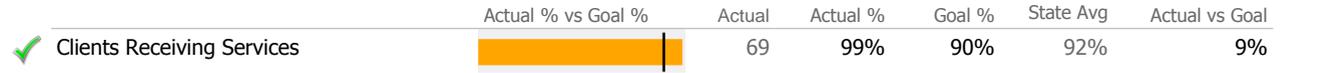
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	96	-16% ▼
Admits	5	3	67% ▲
Discharges	12	9	33% ▲
Service Hours	1,831	2,246	-19% ▼

### Recovery



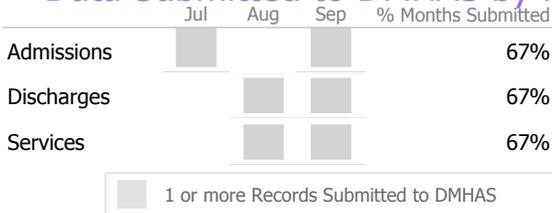
### Service Utilization



### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94% 97%
On-Time Periodic	Actual	State Avg
6 Month Updates		98% 88%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 40 Active Employment Services Programs