

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	919	882	4%
	Admits	80	116	-31% ▼
	Discharges	30	75	-60% ▼
	Service Hours	145	2,758	-95% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	745	80.4%
	Case Management	182	19.6%

### 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	54	6%	13%
26-34	114	13%	23%
35-44	145	16%	19%
45-54	216	24%	22%
55-64	244	27%	17%
65+	133	15%	5%

Gender	#	%	State Avg
Female	552	60%	▲ 41%
Male	367	40%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	542	59%	▼ 74%
Hispanic-Other	346	38%	▲ 7%
Hisp-Puerto Rican	28	3%	12%
Unknown	2	0%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

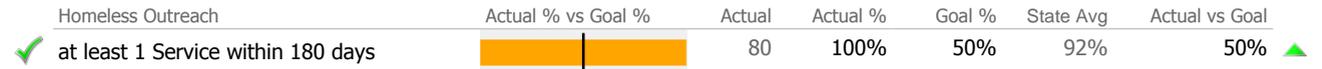
Race	#	%	State Avg
White/Caucasian	718	78%	▲ 65%
Black/African American	181	20%	16%
Asian	11	1%	1%
Other	7	1%	▼ 13%
Unknown	2	0%	3%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

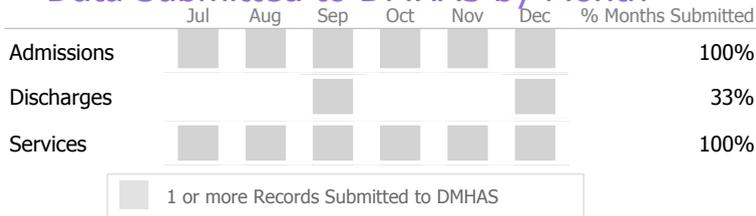
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	50	264% ▲
Admits	80	50	60% ▲
Discharges	30	5	500% ▲
Service Hours	145	46	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs