

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	300	313	-4%
	Admits	28	31	-10%
	Discharges	36	27	33% ▲
	Service Hours	4,500	5,674	-21% ▼
	S.Rehab/PHP/IOP	5,115	5,861	-13% ▼

▲ > 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%

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	273	74.6%
	Employment Services	93	25.4%

Client Demographics

Age	#	%	State Avg
18-25	17	6%	13%
26-34	43	15%	23%
35-44	32	11%	19%
45-54	81	27%	22%
55-64	89	30% ▲	17%
65+	34	11%	5%

Gender	#	%	State Avg
Female	162	54% ▲	41%
Male	138	46% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	282	94% ▲	74%
Unknown	10	3%	6%
Hispanic-Other	4	1%	7%
Hisp-Puerto Rican	4	1% ▼	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	272	91% ▲	65%
Black/African American	14	5% ▼	16%
Other	7	2% ▼	13%
Unknown	5	2%	3%
Asian	2	1%	1%
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

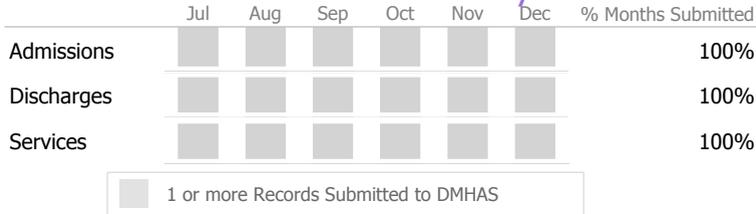
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	265	272	-3%
Admits	11	23	-52% ▼
Discharges	17	12	42% ▲
Service Hours	1,108	987	12% ▲
Social Rehab/PHP/IOP Days	5,115	5,861	-13% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 37 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	101	-8%
Admits	17	8	113% ▲
Discharges	19	15	27% ▲
Service Hours	3,392	4,687	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		53	57%	35%	44%	22% ▲

Service Utilization

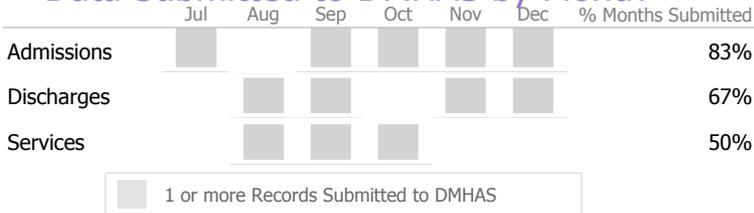
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	97%	90%	94%	7% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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 40 Active Employment Services Programs