

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	84	83	1%
	Admits	9	5	80% ▲
	Discharges	11	6	83% ▲
	Service Hours	11,917	12,979	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	44	51.2%
	Residential Services	42	48.8%

Consumer Satisfaction Survey

(Based on 67 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		93%	80%	88%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Recovery		91%	80%	79%
✓ Respect		89%	80%	91%
✓ Outcome		83%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25			▼ 14%
26-34	11	13%	▼ 24%
35-44	8	10%	20%
45-54	27	32%	22%
55-64	29	35%	▲ 16%
65+	9	11%	5%

Gender	#	%	State Avg
Female	46	55%	▲ 40%
Male	38	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	73	87%	▲ 74%
Hisp-Puerto Rican	8	10%	12%
Hispanic-Other	3	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	48	57%	65%
Black/African American	36	43%	▲ 17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			3%

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

