

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	32	31	3%
	Admits	5	3	67% ▲
	Discharges	7	4	75% ▲
	Service Hours	523	766	-32% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	32	100.0%

### Consumer Satisfaction Survey

(Based on 20 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		90%	80%	83%
● Recovery		70%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	1	3%	12%
26-34	5	16%	23%
35-44	3	9%	20%
45-54	8	25%	22%
55-64	13	41%	18%
65+	2	6%	6%

Gender	#	%	State Avg
Female	18	56%	41% ▲
Male	14	44%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	30	94%	74% ▲
Unknown	2	6%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			13% ▼

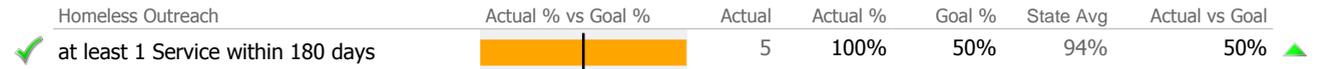
Race	#	%	State Avg
White/Caucasian	25	78%	65% ▲
Black/African American	6	19%	16%
Multiple Races	1	3%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			3%

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

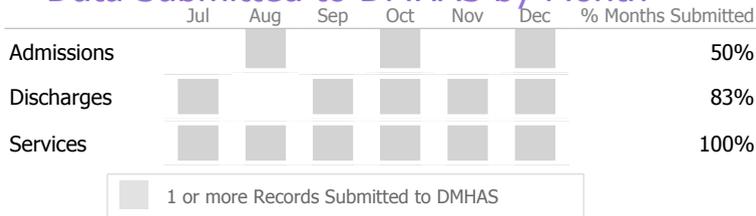
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	31	3%
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### 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