

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	321	284	13%	▲
	Admits	37	28	32%	▲
	Discharges	39	35	11%	▲
	Service Hours	1,576	4,503	-65%	▼
	S.Rehab/PHP/IOP	5,038	5,115	-2%	

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

### Consumer Satisfaction Survey (Based on 62 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		91%	80%	91%
✓ Recovery		90%	80%	79%
✓ Outcome		88%	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	254	67.6%
	Employment Services	122	32.4%

### Client Demographics

Age	#	%	State Avg
18-25	30	9%	12%
26-34	47	15%	23%
35-44	41	13%	20%
45-54	77	24%	22%
55-64	88	28%	18%
65+	33	10%	6%

Gender	#	%	State Avg
Female	169	53%	▲ 41%
Male	152	47%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	300	93%	▲ 74%
Unknown	9	3%	6%
Hisp-Puerto Rican	7	2%	▼ 13%
Hispanic-Other	5	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	292	91%	▲ 65%
Black/African American	20	6%	16%
Other	4	1%	▼ 13%
Unknown	3	1%	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

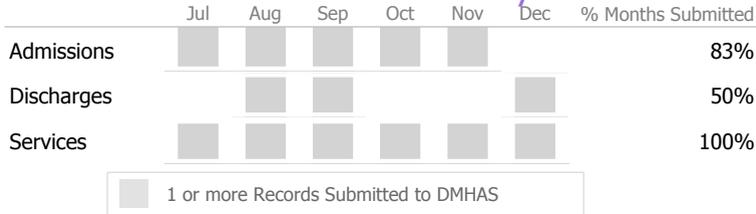
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	254	257	-1%
Admits	15	11	36% ▲
Discharges	10	16	-38% ▼
Service Hours	994	1,108	-10%
Social Rehab/PHP/IOP Days	5,038	5,115	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		214	88%	90%	72%	-2%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	93	31% ▲
Admits	22	17	29% ▲
Discharges	29	19	53% ▲
Service Hours	582	3,395	-83% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		57	47%	35%	45%	12% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		84	90%	90%	96%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	86%	92%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 41 Active Employment Services Programs