

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	310	284	9%
	Admits	17	13	31% ▲
	Discharges	26	21	24% ▲
	Service Hours	948	2,377	-60% ▼
	S.Rehab/PHP/IOP	2,635	2,612	1%

▲ > 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	253	69.1%
	Employment Services	113	30.9%

### Client Demographics

Age	#	%	State Avg
18-25	25	8%	11%
26-34	47	15%	22%
35-44	38	12%	19%
45-54	75	25%	22%
55-64	87	28%	19%
65+	34	11%	6%

Gender	#	%	State Avg
Female	163	53%	▲ 41%
Male	147	47%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	290	94%	▲ 74%
Unknown	10	3%	6%
Hisp-Puerto Rican	6	2%	▼ 13%
Hispanic-Other	4	1%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

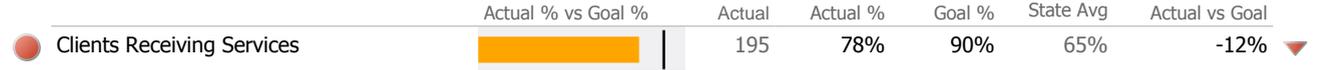
Race	#	%	State Avg
White/Caucasian	282	91%	▲ 65%
Black/African American	18	6%	16%
Other	5	2%	▼ 13%
Unknown	3	1%	3%
Asian	2	1%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

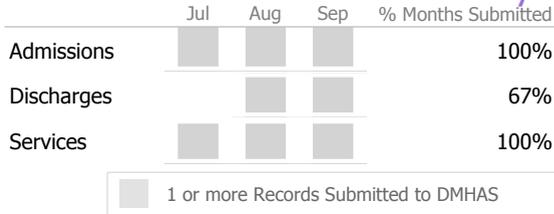
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	253	263	-4%
Admits	4	8	-50% ▼
Discharges	4	9	-56% ▼
Service Hours	509	547	-7%
Social Rehab/PHP/IOP Days	2,635	2,612	1%

### Service Utilization



### Data Submitted to DMHAS by Month

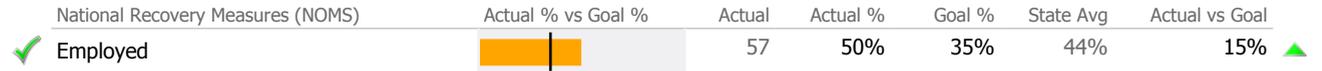


\* State Avg based on 36 Active Social Rehabilitation Programs

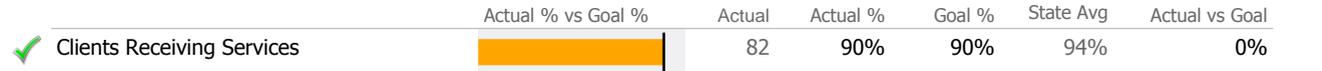
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	81	40% ▲
Admits	13	5	160% ▲
Discharges	22	12	83% ▲
Service Hours	439	1,831	-76% ▼

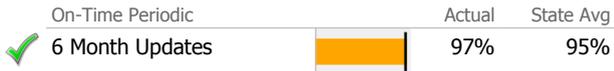
### Recovery



### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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