

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	347	306	13%	▲
	Admits	72	52	38%	▲
	Discharges	78	45	73%	▲
	Service Hours	2,432	5,602	-57%	▼
	S.Rehab/PHP/IOP	7,101	7,292	-3%	

▲ > 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	256	62.9%
	Employment Services	151	37.1%

Client Demographics

Age	#	%	State Avg
18-25	34	10%	13%
26-34	50	15%	24%
35-44	49	14%	20%
45-54	85	25%	21%
55-64	92	27%	17%
65+	32	9%	5%

Gender	#	%	State Avg
Female	177	51%	▲ 40%
Male	170	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	324	93%	▲ 73%
Unknown	10	3%	7%
Hisp-Puerto Rican	7	2%	12%
Hispanic-Other	6	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	314	90%	▲ 64%
Black/African American	21	6%	16%
Unknown	5	1%	4%
Other	4	1%	▼ 13%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

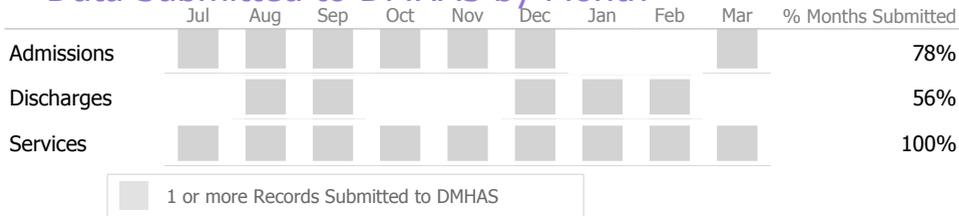
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	256	270	-5%
Admits	18	23	-22% ▼
Discharges	17	20	-15% ▼
Service Hours	1,514	1,661	-9%
Social Rehab/PHP/IOP Days	7,101	7,292	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		219	92%	90%	75%	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	151	104	45% ▲
Admits	54	29	86% ▲
Discharges	61	25	144% ▲
Service Hours	918	3,940	-77% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		69	45%	35%	43%	10% ▲

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	89%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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