

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 30 | 32 | -6% |
| | Admits | 5 | 5 | 0% |
| | Discharges | 4 | 7 | -43% ▼ |
| | Service Hours | 543 | 523 | 4% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | Case Management | 30 | 100.0% |

Consumer Satisfaction Survey

(Based on 22 FY18 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | | 100% | 80% | 92% |
| ✓ General Satisfaction | | 100% | 80% | 92% |
| ✓ Access | | 100% | 80% | 88% |
| ✓ Quality and Appropriateness | | 95% | 80% | 93% |
| ✓ Overall | | 95% | 80% | 91% |
| ✓ Respect | | 91% | 80% | 91% |
| ✓ Outcome | | 82% | 80% | 83% |
| ✓ Recovery | | 82% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | 1 | 3% | 11% |
| 26-34 | 5 | 17% | 23% |
| 35-44 | 2 | 7% | 21% |
| 45-54 | 5 | 17% | 21% |
| 55-64 | 13 | 43% | 18% |
| 65+ | 4 | 13% | 6% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Female | 19 | 63% | 41% ▲ |
| Male | 11 | 37% | 59% ▼ |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic | 27 | 90% | 71% ▲ |
| Unknown | 2 | 7% | 9% |
| Hispanic-Other | 1 | 3% | 7% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hisp-Puerto Rican | | | 13% ▼ |

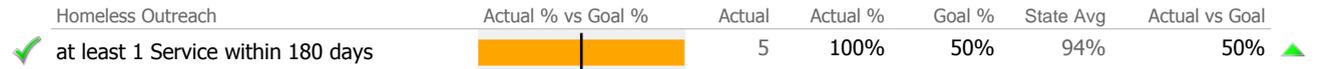
| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 26 | 87% | 63% ▲ |
| Black/African American | 4 | 13% | 16% |
| Am. Indian/Native Alaskan | | | 1% |
| Asian | | | 1% |
| Multiple Races | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Other | | | 13% ▼ |
| Unknown | | | 5% |

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

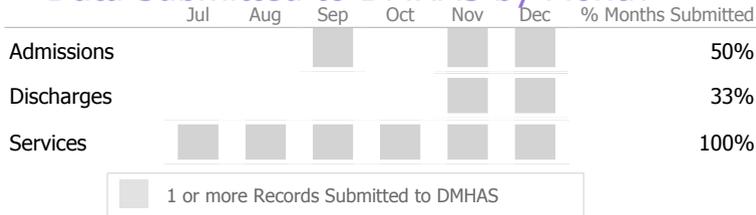
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 30 | 32 | -6% |
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| Service Hours | 543 | 523 | 4% |

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