

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	354	347	2%
	Admits	82	72	14% ▲
	Discharges	106	79	34% ▲
	Service Hours	2,731	2,445	12% ▲
	S.Rehab/PHP/IOP	6,088	7,101	-14% ▼

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

### Consumer Satisfaction Survey

(Based on 60 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		88%	80%	79%
✓ Outcome		84%	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	244	61.6%
	Employment Services	152	38.4%

### Client Demographics

Age	#	%	State Avg
18-25	41	12%	12%
26-34	63	18%	24%
35-44	47	13%	21%
45-54	80	23%	20%
55-64	86	25%	17%
65+	32	9%	6%

Gender	#	%	State Avg
Female	188	53%	▲ 40%
Male	165	47%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	326	92%	▲ 71%
Unknown	14	4%	9%
Hispanic-Other	10	3%	7%
Hisp-Puerto Rican	4	1%	▼ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	315	89%	▲ 63%
Black/African American	22	6%	16%
Other	6	2%	▼ 14%
Unknown	6	2%	5%
Asian	3	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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

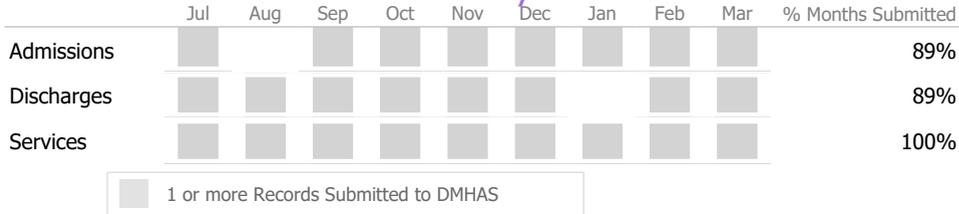
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	244	256	-5%
Admits	19	18	6%
Discharges	49	18	172% ▲
Service Hours	1,891	1,515	25% ▲
Social Rehab/PHP/IOP Days	6,088	7,101	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		190	97%	90%	73%	7%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	151	1%
Admits	63	54	17% ▲
Discharges	57	61	-7%
Service Hours	839	931	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		61	40%	35%	42%	5%

### Service Utilization

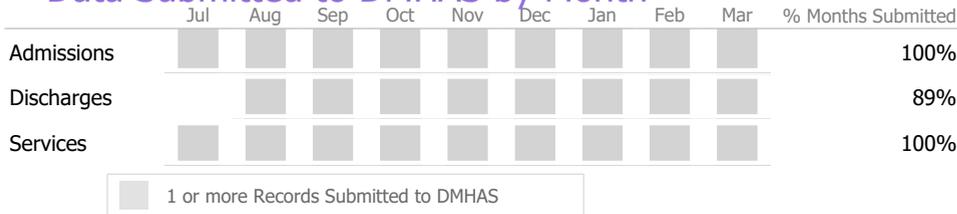
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		96	99%	90%	97%	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	86%	88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 43 Active Employment Services Programs