

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	86	84	2%
	Admits	69	67	3%
	Discharges	73	65	12% ▲
	Service Hours	6,624	9,116	-27% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	86	100.0%

### Consumer Satisfaction Survey (Based on 16 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		81%	80%	93%
✓ Participation in Treatment		81%	80%	92%
✓ General Satisfaction		81%	80%	92%
✓ Overall		81%	80%	91%
✓ Access		81%	80%	88%
● Respect		67%	80%	91%
● Recovery		63%	80%	79%
● Outcome		60%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	8	9%	12%
26-34	13	15%	24%
35-44	26	30%	21%
45-54	19	22%	20%
55-64	19	22%	17%
65+	1	1%	6%

Gender	#	%	State Avg
Female	86	100%	▲ 40%
Male			▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	66	77%	70%
Hisp-Puerto Rican	18	21%	12%
Hispanic-Mexican	1	1%	1%
Hispanic-Other	1	1%	7%
Hispanic-Cuban			0%
Unknown			10%

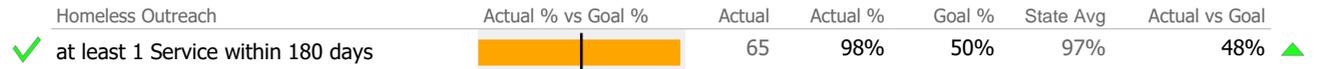
Race	#	%	State Avg
White/Caucasian	47	55%	63%
Black/African American	36	42%	▲ 17%
Other	2	2%	▼ 13%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			5%

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

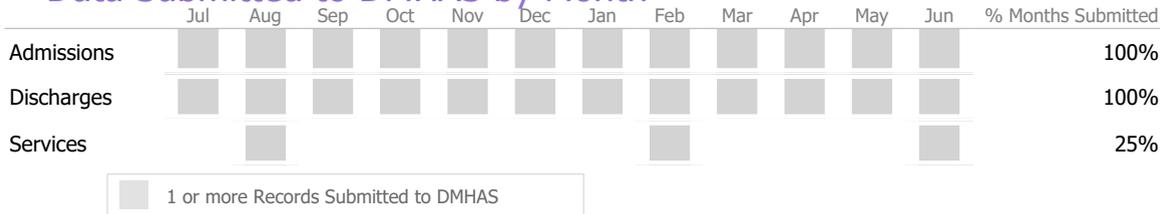
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	84	2%
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### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 45 Active Outreach & Engagement Programs