

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	90	88	2%
	Admits	80	75	7%
	Discharges	79	76	4%
	Service Hours	2,303	3,003	-23% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	90	100.0%

Consumer Satisfaction Survey (Based on 19 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		89%	80%	88%
✓ Respect		85%	80%	91%
✓ Participation in Treatment		84%	80%	92%
✓ General Satisfaction		84%	80%	92%
✓ Overall		84%	80%	91%
✓ Quality and Appropriateness		83%	80%	93%
✓ Outcome		80%	80%	83%
● Recovery		75%	80%	79%

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

Client Demographics

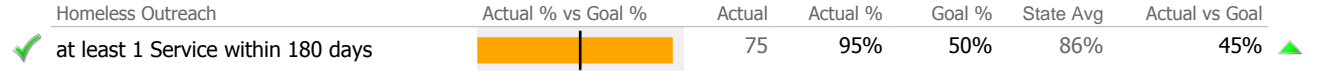
Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	10	11%	16%	Female	90	100%	40%
26-34	12	13%	23%	Male			60%
35-44	15	17%	20%				
45-54	40	44%	24%				
55-64	12	13%	14%				
65+	1	1%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	68	76%	75%	Black/African American	52	58%	17%
Hisp-Puerto Rican	16	18%	12%	White/Caucasian	19	21%	65%
Hispanic-Other	4	4%	6%	Am. Indian/Native Alaskan	14	16%	1%
Hispanic-Cuban	1	1%	0%	Other	4	4%	14%
Hispanic-Mexican	1	1%	0%	Unknown	1	1%	3%
Unknown			6%	Asian			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

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

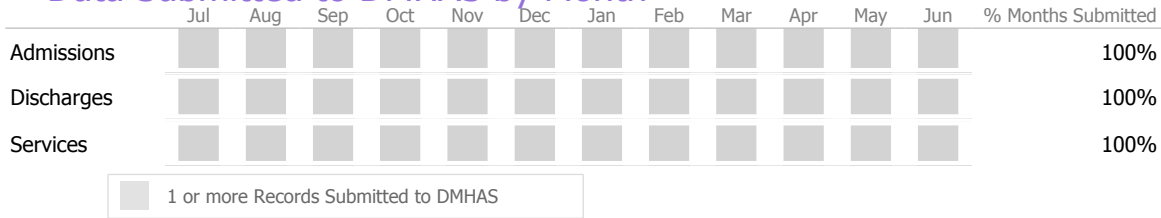
Program Activity

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Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs