

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	377	329	15%	▲
	Admits	109	81	35%	▲
	Discharges	129	65	98%	▲
	Service Hours	3,240	7,215	-55%	▼
	S.Rehab/PHP/IOP	9,396	10,088	-7%	

▲ > 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	267	60.3%
	Employment Services	176	39.7%

Client Demographics

Age	#	%	State Avg
18-25	42	11%	13%
26-34	55	15%	24%
35-44	54	15%	20%
45-54	91	25%	21%
55-64	95	26%	16%
65+	33	9%	5%

Gender	#	%	State Avg
Female	194	51%	▲ 40%
Male	183	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	351	93%	▲ 72%
Unknown	11	3%	7%
Hispanic-Other	8	2%	7%
Hisp-Puerto Rican	7	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	341	90%	▲ 64%
Black/African American	22	6%	▼ 17%
Other	5	1%	▼ 13%
Unknown	5	1%	4%
Asian	3	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

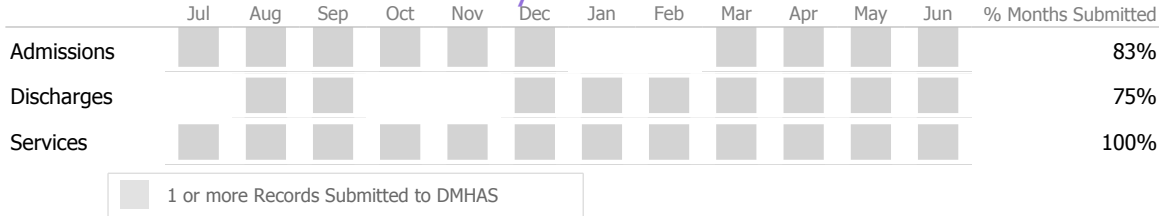
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	279	-4%
Admits	28	32	-13% ▼
Discharges	39	40	-3%
Service Hours	2,044	2,346	-13% ▼
Social Rehab/PHP/IOP Days	9,396	10,088	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		216	95%	90%	79%	5%

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	176	124	42% ▲
Admits	81	49	65% ▲
Discharges	90	25	260% ▲
Service Hours	1,197	4,870	-75% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		81	45%	35%	43%	10% ▲

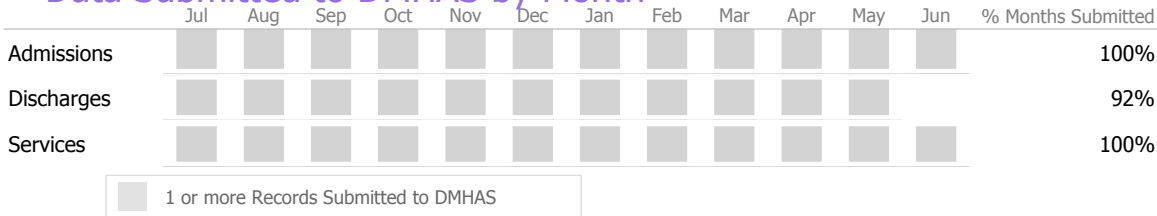
Service Utilization

NOMS	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		87	96%	90%	98%	6% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 41 Active Employment Services Programs