

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	55	46	20%	▲
	Admits	35	28	25%	▲
	Discharges	37	28	32%	▲
	Service Hours	3,542	4,708	-25%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	55	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	4	7%	11%
26-34	11	20%	23%
35-44	16	29%	21%
45-54	14	25%	21%
55-64	9	16%	18%
65+	1	2%	6%

Gender	#	%	State Avg
Female	55	100%	▲ 41%
Male			▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	42	76%	71%
Hisp-Puerto Rican	13	24%	▲ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			9%

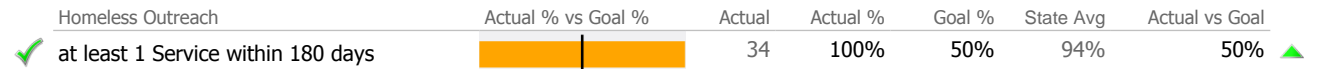
Race	#	%	State Avg
White/Caucasian	32	58%	63%
Black/African American	21	38%	▲ 16%
Hawaiian/Other Pacific Islander	1	2%	0%
Other	1	2%	▼ 13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			5%

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

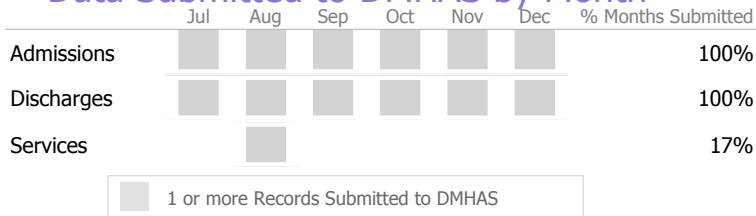
Program Activity

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Unique Clients	55	46	20% ▲
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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 39 Active Outreach & Engagement Programs