

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	270	986	-73%	▼
	Admits	170	236	-28%	▼
	Discharges	31	158	-80%	▼
	Service Hours	396	5,727	-93%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	270	100.0%

Consumer Satisfaction Survey

(Based on 144 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		92%	80%	91%
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		91%	80%	93%
✓ Outcome		84%	80%	83%
● Recovery		75%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	20	8%	14%
26-34	46	19%	24%
35-44	70	28%	20%
45-54	46	19%	22%
55-64	37	15%	16%
65+	29	12%	5%

Gender	#	%	State Avg
Female	171	63%	▲ 40%
Male	99	37%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hispanic-Other	255	94%	▲ 7%
Hisp-Puerto Rican	12	4%	13%
Hispanic-Mexican	1	0%	1%
Non-Hispanic	1	0%	▼ 74%
Unknown	1	0%	6%
Hispanic-Cuban			0%

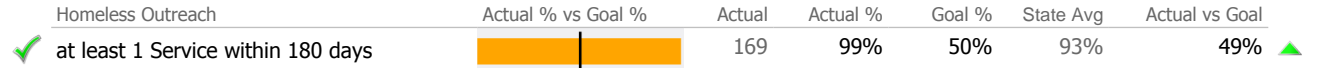
Race	#	%	State Avg
White/Caucasian	266	99%	▲ 65%
Other	2	1%	▼ 13%
Black/African American	1	0%	▼ 16%
Unknown	1	0%	3%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

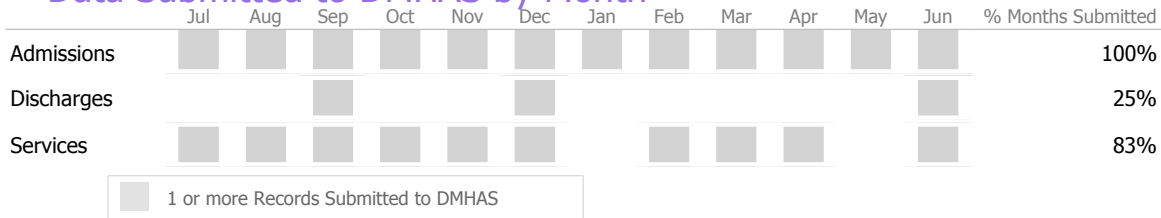
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	270	119	127%	▲
Admits	170	121	40%	▲
Discharges	31	19	63%	▲
Service Hours	396	168	136%	▲

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