

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	79	80	-1%
	Admits	3	2	50% ▲
	Discharges	2	1	100% ▲
	Service Hours	4,096	4,880	-16% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	43	53.8%
	Residential Services	37	46.3%

Consumer Satisfaction Survey

(Based on 67 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		93%	80%	88%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Recovery		91%	80%	79%
✓ Respect		89%	80%	91%
✓ Outcome		83%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25			▼ 12%
26-34	10	13%	22%
35-44	8	10%	19%
45-54	25	32%	23%
55-64	27	34%	▲ 18%
65+	9	11%	6%

Gender	#	%	State Avg
Female	42	53%	▲ 42%
Male	37	47%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	69	87%	▲ 75%
Hisp-Puerto Rican	7	9%	12%
Hispanic-Other	3	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	45	57%	65%
Black/African American	34	43%	▲ 16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			3%

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

