

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	239	312	-23%	▼
	Admits	55	80	-31%	▼
	Discharges	31	133	-77%	▼
	Service Hours	128	297	-57%	▼
	S.Rehab/PHP/IOP	150	3,203	-95%	▼

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

Consumer Satisfaction Survey (Based on 87 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		86%	80%	88%
✓ Respect		84%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		76%	80%	79%

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	239	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	27	11%	16%	Male	149	62%	60%
26-34	35	15%	23%	Female	90	38%	40%
35-44	38	16%	20%				
45-54	72	30%	24%				
55-64	53	22%	14%				
65+	12	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	209	87%	▲ 75%	White/Caucasian	172	72%	65%
Hisp-Puerto Rican	16	7%	12%	Black/African American	56	23%	17%
Hispanic-Other	12	5%	6%	Other	8	3%	▼ 14%
Hispanic-Cuban	1	0%	0%	Multiple Races	2	1%	1%
Unknown	1	0%	6%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Mexican			0%	Am. Indian/Native Alaskan			1%
				Asian			1%
				Unknown			3%

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

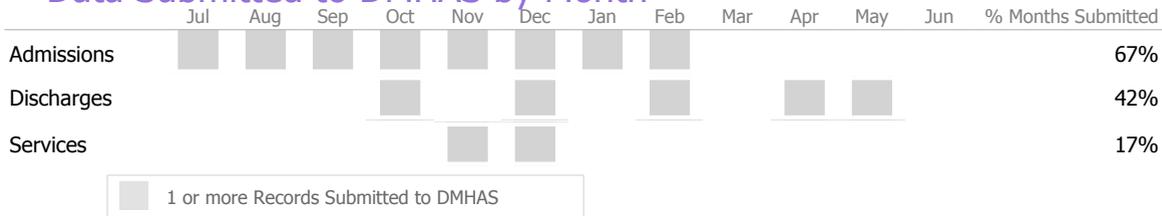
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	216	293	-26% ▼
Admits	34	72	-53% ▼
Discharges	15	117	-87% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	3,203	-100% ▼

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	81%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

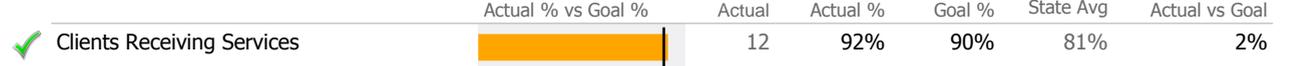
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

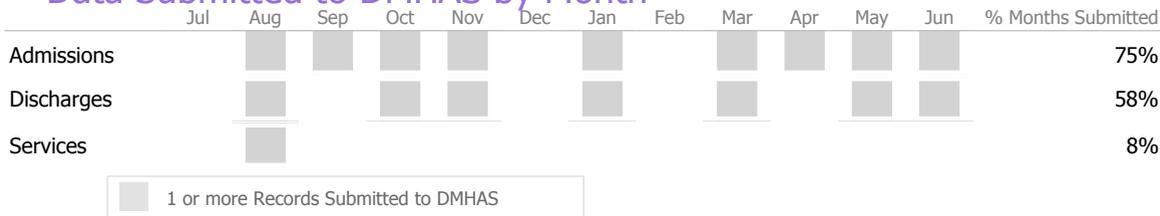
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	19	21% ▲
Admits	21	8	163% ▲
Discharges	16	16	0%
Service Hours	128	297	-57% ▼
Social Rehab/PHP/IOP Days	150	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs