

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	238	232	3%
	Admits	113	91	24% ▲
	Discharges	105	102	3%
	Service Hours	4,595	5,085	-10%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	238	100.0%

Consumer Satisfaction Survey

(Based on 137 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		99%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	7%	13%
26-34	51	22%	24%
35-44	52	22%	20%
45-54	62	26%	21%
55-64	42	18%	16%
65+	12	5%	5%

Gender	#	%	State Avg
Male	129	54%	60%
Female	108	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	189	79%	72%
Hisp-Puerto Rican	24	10%	12%
Hispanic-Other	22	9%	7%
Unknown	2	1%	7%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	107	45%	64% ▼
Black/African American	81	34%	17% ▲
Other	41	17%	13%
Am. Indian/Native Alaskan	3	1%	1%
Asian	3	1%	1%
Unknown	2	1%	4%
Multiple Races	1	0%	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	23	26	-12% ▼
Admits	14	2	600% ▲
Discharges	4	17	-76% ▼
Service Hours	213	341	-38% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		12	52%	35%	43%	17% ▲

Service Utilization

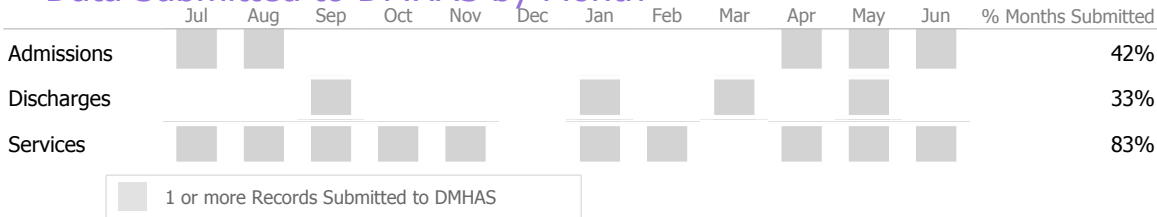
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	100%	90%	98%	10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	137	-1%
Admits	56	49	14% ▲
Discharges	56	58	-3%
Service Hours	2,513	3,168	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		77	57%	35%	43%	22% ▲

Service Utilization

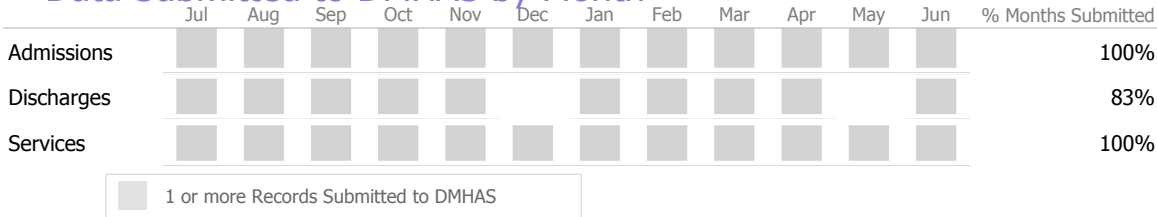
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	100%	90%	98%	10%

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

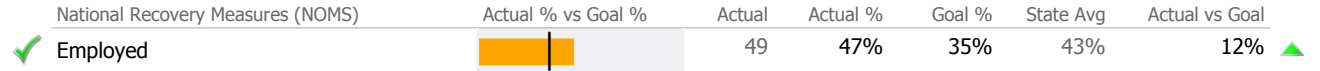
Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 41 Active Employment Services Programs

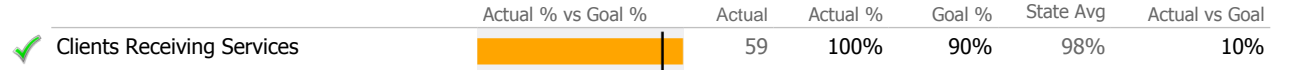
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	88	15% ▲
Admits	43	40	8%
Discharges	45	27	67% ▲
Service Hours	1,869	1,575	19% ▲

Recovery



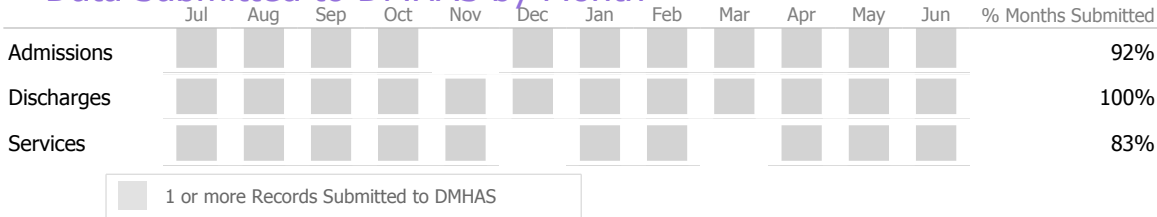
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
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 Goal
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 ✓ Goal Met
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