

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	57	71	-20%	▼
	Admits	10	16	-38%	▼
	Discharges	57	11	418%	
	Service Hours	170	242	-30%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	57	100.0%

Consumer Satisfaction Survey

(Based on 45 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		90%	80%	83%
✓ Recovery		90%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	5	9%	9%
26-34	12	22%	22%
35-44	15	28%	21%
45-54	13	24%	20%
55-64	7	13%	20%
65+	2	4%	7%

Gender	#	%	State Avg
Female	32	56%	▲ 41%
Male	25	44%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	52	91%	▲ 12%
Hispanic-Other	5	9%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			▼ 71%
Unknown			9%

Race	#	%	State Avg
Other	47	82%	▲ 13%
Unknown	5	9%	5%
White/Caucasian	3	5%	▼ 64%
Black/African American	2	4%	▼ 16%
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

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Unique Clients	57	71	-20% ▼
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Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		38	67%	35%	43%	32% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		N/A	N/A	90%	92%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%
On-Time Periodic		
6 Month Updates		95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 42 Active Employment Services Programs