

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	100	86	16%	▲
	Admits	41	27	52%	▲
	Discharges	38	28	36%	▲
	Service Hours	1,887	1,922	-2%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	64	61.0%
	Education Support	41	39.0%

Consumer Satisfaction Survey

(Based on 62 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Recovery		97%	80%	79%
✓ Outcome		97%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	17	17%	10%
26-34	31	31%	23%
35-44	19	19%	22%
45-54	20	20%	20%
55-64	11	11%	19%
65+	1	1%	7%

Gender	#	%	State Avg
Male	60	60%	60%
Female	40	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	82	82%	▲ 70%
Hispanic-Other	10	10%	8%
Hisp-Puerto Rican	8	8%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			9%

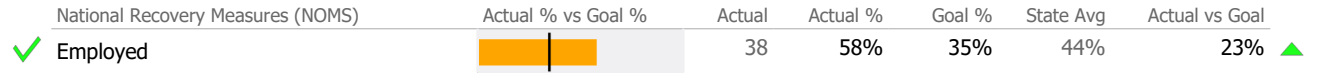
Race	#	%	State Avg
White/Caucasian	59	59%	63%
Black/African American	26	26%	17%
Other	13	13%	13%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

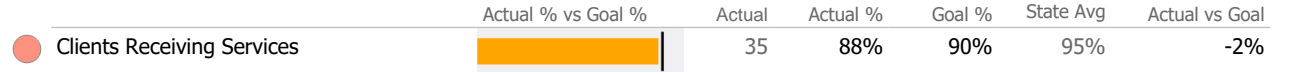
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	57	12% ▲
Admits	26	18	44% ▲
Discharges	25	19	32% ▲
Service Hours	1,114	979	14% ▲

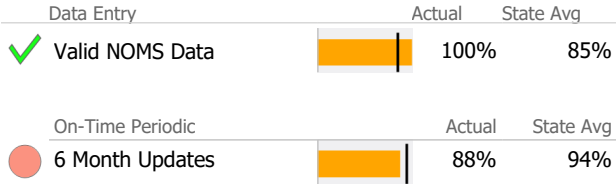
Recovery



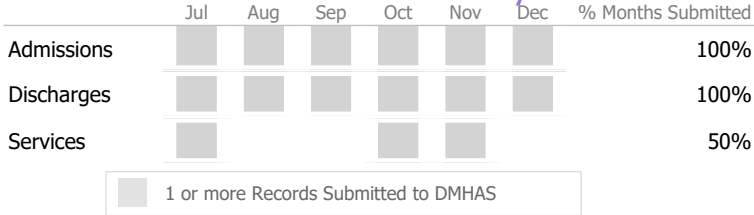
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	33	24% ▲
Admits	15	9	67% ▲
Discharges	13	9	44% ▲
Service Hours	774	944	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		27	66%	35%	69%	31% ▲

Service Utilization

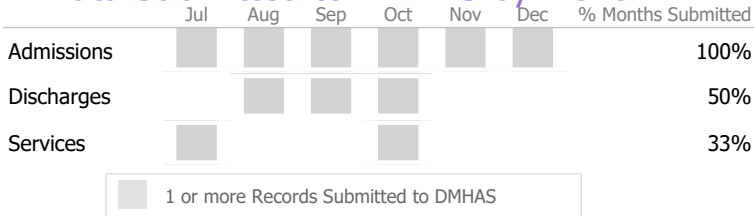
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		97%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs