

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	243	208	17%	▲
	Admits	66	63	5%	
	Discharges	110	50	120%	▲
	Service Hours	998	1,337	-25%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	144	59.0%
	Case Management	100	41.0%

Consumer Satisfaction Survey (Based on 80 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Outcome		88%	80%	83%
✓ Recovery		82%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	7%	10%
26-34	42	17%	23%
35-44	63	26%	22%
45-54	65	27%	20%
55-64	50	21%	19%
65+	6	2%	7%

Gender	#	%	State Avg
Male	162	67%	60%
Female	79	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	208	86%	▲ 70%
Hisp-Puerto Rican	28	12%	12%
Hispanic-Other	5	2%	8%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	9%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	131	54%	▲ 17%
White/Caucasian	70	29%	▼ 63%
Other	22	9%	13%
Multiple Races	13	5%	1%
Hawaiian/Other Pacific Islander	4	2%	0%
Am. Indian/Native Alaskan	2	1%	1%
Unknown	1	0%	5%
Asian			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	56	-30% ▼
Admits	1	19	-95% ▼
Discharges	39	13	200% ▲
Service Hours	111	230	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		11	28%	35%	44%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		85%
On-Time Periodic		
6 Month Updates		94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							83%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	88	6%
Admits	28	22	27% ▲
Discharges	32	26	23% ▲
Service Hours	760	856	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		32	34%	35%	44%	-1%

Service Utilization

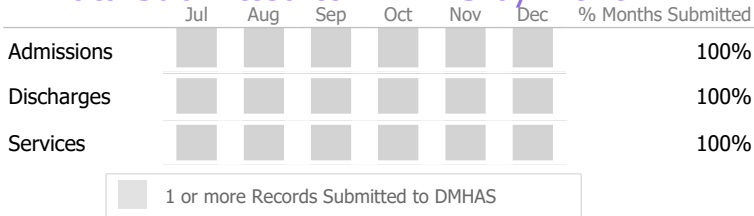
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		61	88%	90%	95%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
6 Month Updates		94%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	28	-7%
Admits	5	7	-29% ▼
Discharges	13	11	18% ▲
Service Hours	127	251	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	43%	35%	44%	8%

Service Utilization

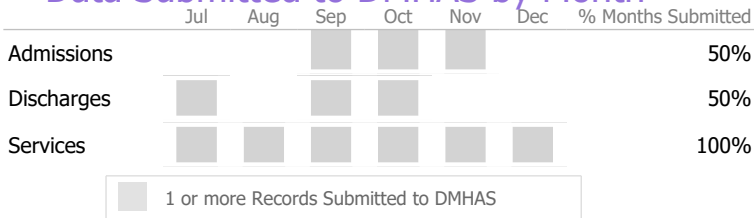
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

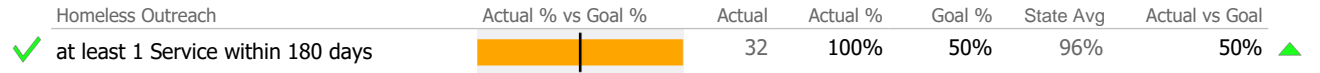
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

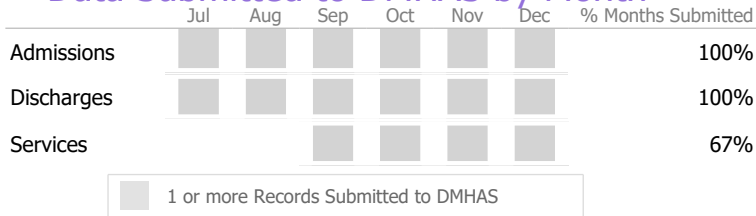
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	38	163% ▲
Admits	32	15	113% ▲
Discharges	26	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs