

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	70	79	-11% ▼
	Admits	26	24	8%
	Discharges	57	38	50% ▲
	Service Hours	224	473	-53% ▼

▲ > 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	78.1%
Addiction			
	Employment Services	16	21.9%

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	8%	10%
26-34	13	20%	23%
35-44	20	30%	22%
45-54	19	29%	20%
55-64	7	11%	19%
65+	2	3%	7%

Gender	#	%	State Avg
Female	36	51%	▲ 40%
Male	34	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	64	91%	▲ 12%
Hispanic-Other	6	9%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			▼ 70%
Unknown			9%

Race	#	%	State Avg
Other	59	84%	▲ 13%
Unknown	5	7%	5%
White/Caucasian	4	6%	▼ 63%
Black/African American	2	3%	▼ 17%
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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	79	-28% ▼
Admits	10	24	-58% ▼
Discharges	57	38	50% ▲
Service Hours	170	473	-64% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	67%	35%	44%	32% ▲

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							33%
Discharges							50%
Services							50%

1 or more Records Submitted to DMHAS

▲ > 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	16		
Admits	16	-	
Discharges	-	-	
Service Hours	55	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	6%	35%	28%	-29% ▼

Service Utilization

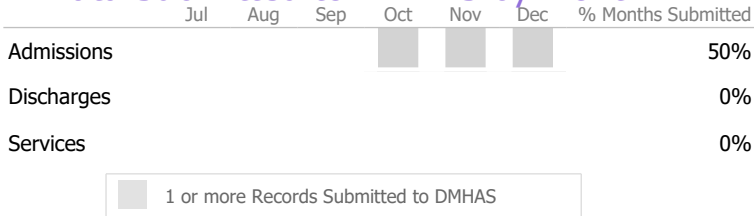
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	94%	90%	61%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		77%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	27%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs