

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	201	200	1%
	Admits	54	58	-7%
	Discharges	58	64	-9%
	Service Hours	2,123	2,522	-16% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	201	100.0%

Consumer Satisfaction Survey

(Based on 121 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		98%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Recovery		88%	80%	79%
✓ Outcome		84%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	18	9%	10%
26-34	53	26%	23%
35-44	40	20%	22%
45-54	42	21%	20%
55-64	37	18%	19%
65+	11	5%	7%

Gender	#	%	State Avg
Male	110	55%	60%
Female	91	45%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	164	82%	▲ 70%
Hispanic-Other	19	9%	8%
Hisp-Puerto Rican	16	8%	12%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	9%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	85	42%	▲ 17%
White/Caucasian	83	41%	▼ 63%
Other	29	14%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	5%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	23	26% ▲
Admits	3	4	-25% ▼
Discharges	-	3	-100% ▼
Service Hours	138	153	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		16	55%	35%	44%	20% ▲

Service Utilization

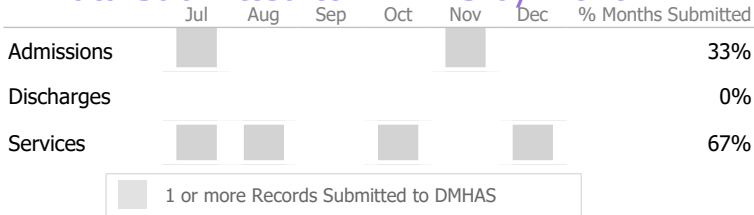
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	86%	90%	95%	-4%

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



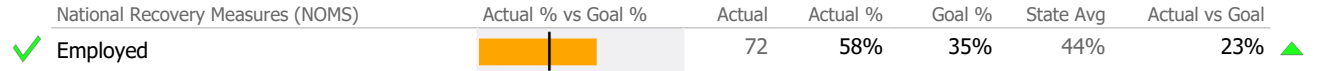
▲ > 10% Over ▼ < 10% Under

* State Avg based on 42 Active Employment Services Programs

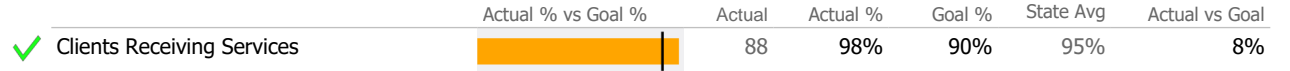
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	111	11% ▲
Admits	41	32	28% ▲
Discharges	37	37	0%
Service Hours	1,161	1,388	-16% ▼

Recovery



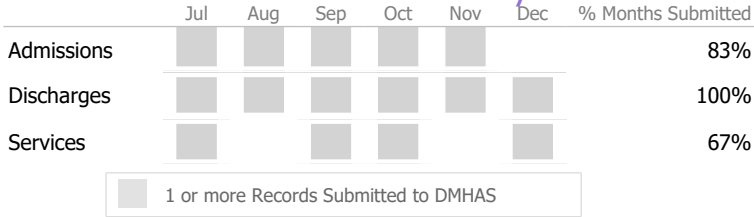
Service Utilization



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	69	81	-15% ▼
Admits	10	22	-55% ▼
Discharges	21	24	-13% ▼
Service Hours	824	981	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		39	57%	35%	44%	22% ▲

Service Utilization

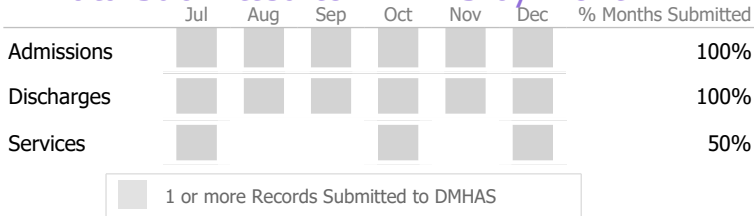
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	96%	90%	95%	6%

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

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