

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	112	97	15%	▲
	Admits	53	38	39%	▲
	Discharges	49	39	26%	▲
	Service Hours	2,601	2,972	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	72	61.5%
	Education Support	45	38.5%

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	19	17%	11%
26-34	34	31%	23%
35-44	22	20%	22%
45-54	21	19%	20%
55-64	14	13%	18%
65+	1	1%	6%

Gender	#	%	State Avg
Male	67	60%	60%
Female	45	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	91	81%	▲ 70%
Hispanic-Other	12	11%	8%
Hisp-Puerto Rican	9	8%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	64	57%	62%
Black/African American	29	26%	17%
Other	16	14%	13%
Asian	2	2%	1%
Am. Indian/Native Alaskan	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	72	65	11% ▲
Admits	34	26	31% ▲
Discharges	32	27	19% ▲
Service Hours	1,457	1,535	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	55%	35%	43%	20% ▲

Service Utilization

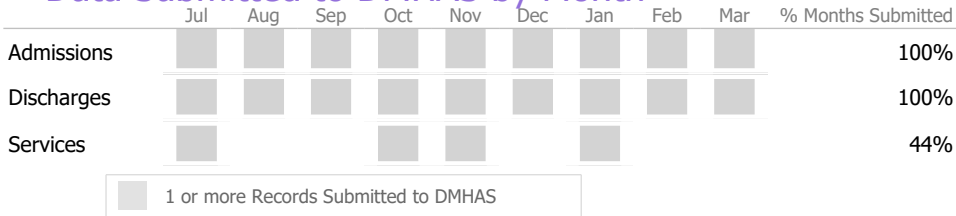
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	95%	90%	96%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		96%

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	45	36	25% ▲
Admits	19	12	58% ▲
Discharges	17	12	42% ▲
Service Hours	1,145	1,437	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		27	60%	35%	69%	25% ▲

Service Utilization

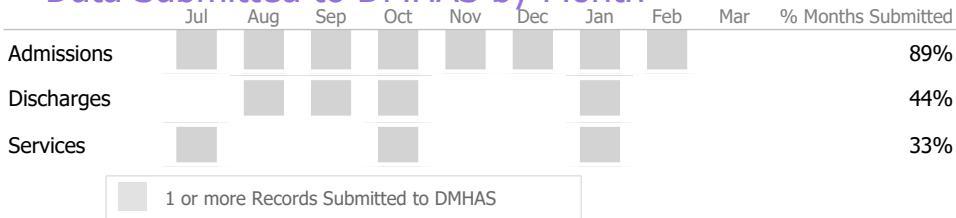
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	98%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		95%

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