

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	265	247	7%
	Admits	89	104	-14% ▼
	Discharges	123	73	68% ▲
	Service Hours	1,436	2,033	-29% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	152	57.1%
	Case Management	114	42.9%

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	19	7%	11%
26-34	44	17%	23%
35-44	69	26%	22%
45-54	69	26%	20%
55-64	57	22%	18%
65+	7	3%	6%

Gender	#	%	State Avg
Male	179	68%	60%
Female	84	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	229	86%	▲ 70%
Hisp-Puerto Rican	29	11%	12%
Hispanic-Other	5	2%	8%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	10%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	143	54%	▲ 17%
White/Caucasian	77	29%	▼ 62%
Other	25	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	67	-42% ▼
Admits	1	30	-97% ▼
Discharges	39	31	26% ▲
Service Hours	111	414	-73% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		11	28%	35%	43%	-7%

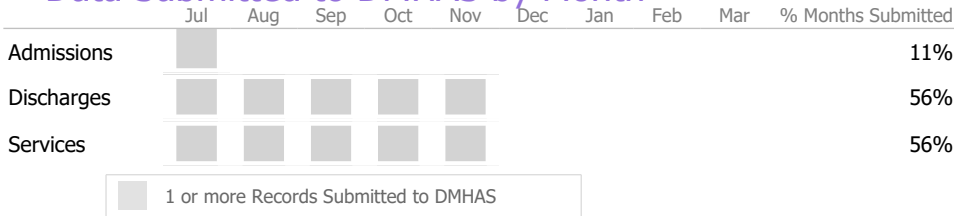
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		83%
On-Time Periodic		
6 Month Updates		96%

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	100	101	-1%
Admits	35	35	0%
Discharges	36	29	24% ▲
Service Hours	1,153	1,262	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		35	35%	35%	43%	0%

Service Utilization

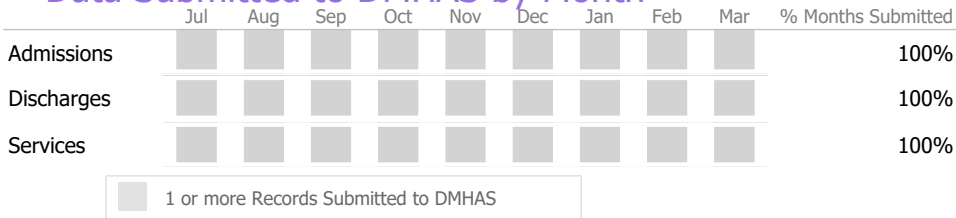
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95% / 83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 96%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

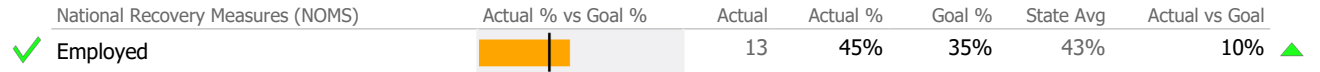
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

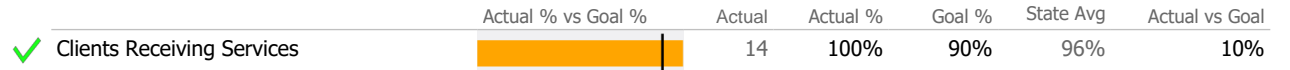
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	29	-7%
Admits	6	8	-25% ▼
Discharges	15	13	15% ▲
Service Hours	172	357	-52% ▼

Recovery



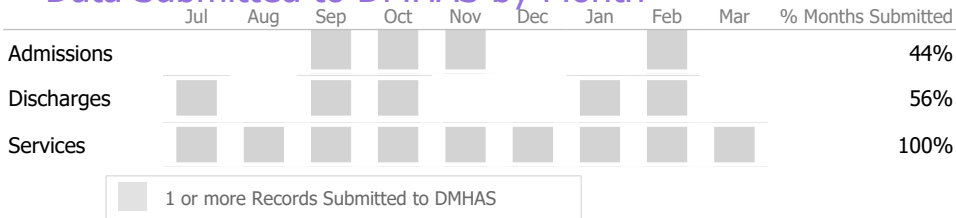
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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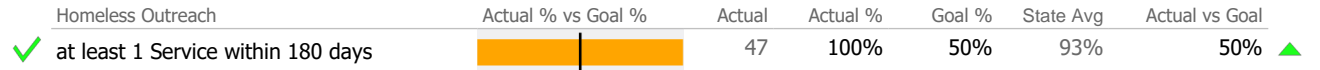
█ Actual | Goal ✓ Goal Met ● Below Goal

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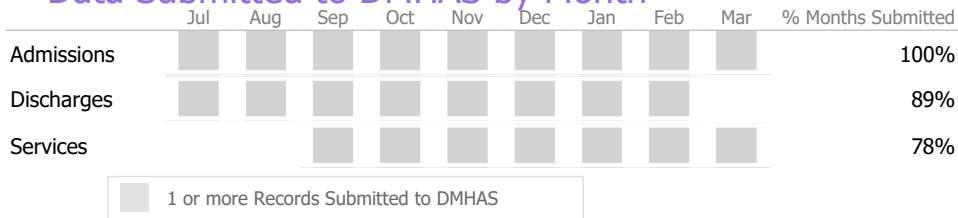
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	54	111% ▲
Admits	47	31	52% ▲
Discharges	33	-	
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