

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	87	92	-5%
	Admits	43	38	13% ▲
	Discharges	57	51	12% ▲
	Service Hours	313	699	-55% ▼

▲ > 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	63.3%
Addiction			
	Employment Services	33	36.7%

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	7	8%	11%
26-34	17	20%	23%
35-44	26	31%	22%
45-54	21	25%	20%
55-64	10	12%	18%
65+	2	2%	6%

Gender	#	%	State Avg
Female	46	53%	40% ▲
Male	41	47%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	81	93%	12% ▲
Hispanic-Other	6	7%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			70% ▼
Unknown			10%

Race	#	%	State Avg
Other	73	84%	13% ▲
Unknown	6	7%	5%
White/Caucasian	4	5%	62% ▼
Black/African American	3	3%	17% ▼
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			1%
Asian			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	92	-38% ▼
Admits	10	38	-74% ▼
Discharges	57	51	12% ▲
Service Hours	170	699	-76% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	67%	35%	43%	32% ▲

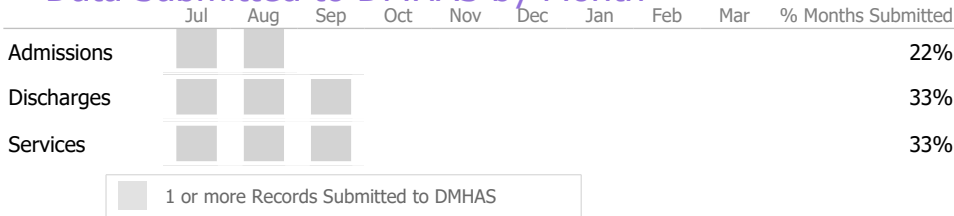
Service Utilization

	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	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	33		
Admits	33	-	
Discharges	-	-	
Service Hours	144	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	21%	35%	29%	-14% ▼

Service Utilization

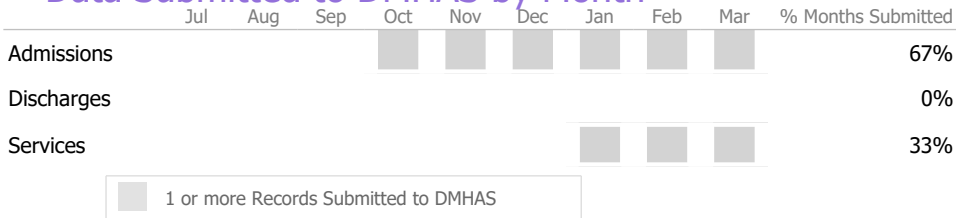
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	97%	90%	65%	7% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		77%

On-Time Periodic	Actual	State Avg
6 Month Updates		25%

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