

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	218	250	-13% ▼
	Admits	73	128	-43% ▼
	Discharges	66	116	-43% ▼
	Service Hours	4,036	4,747	-15% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	218	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	21	10%	11%
26-34	59	27%	23%
35-44	43	20%	22%
45-54	44	20%	20%
55-64	40	18%	18%
65+	11	5%	6%

Gender	#	%	State Avg
Male	118	54%	60%
Female	100	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	173	79%	69%
Hispanic-Other	27	12%	8%
Hisp-Puerto Rican	16	7%	11%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	11% ▼
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	92	42%	17% ▲
White/Caucasian	86	39%	62% ▼
Other	36	17%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	6%
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	32	-9%
Admits	3	14	-79% ▼
Discharges	1	7	-86% ▼
Service Hours	266	277	-4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		15	52%	35%	43%	17% ▲

Service Utilization

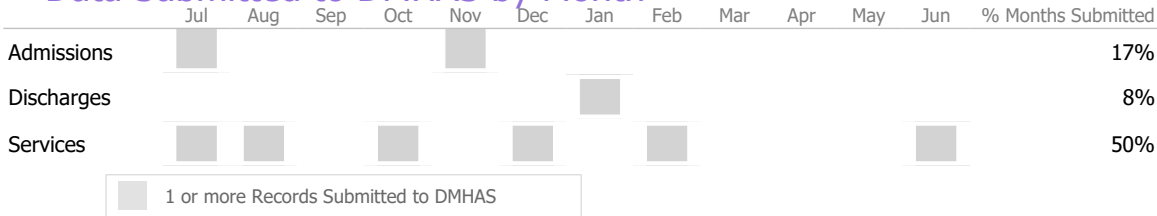
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		24	86%	90%	96%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

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	140	148	-5%
Admits	58	75	-23% ▼
Discharges	43	70	-39% ▼
Service Hours	2,376	2,615	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		86	60%	35%	43%	25% ▲

Service Utilization

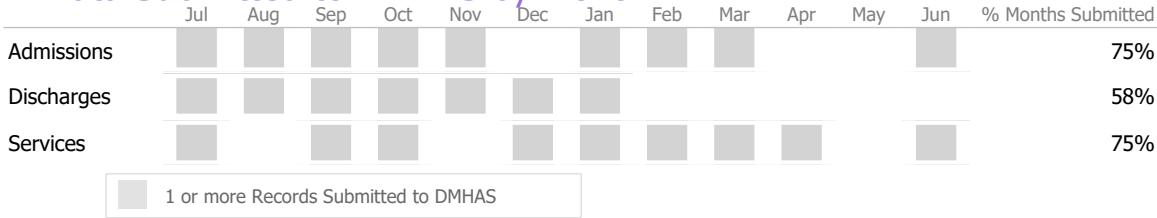
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		98	98%	90%	96%	8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

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	71	94	-24% ▼
Admits	12	39	-69% ▼
Discharges	22	39	-44% ▼
Service Hours	1,395	1,856	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	58%	35%	43%	23% ▲

Service Utilization

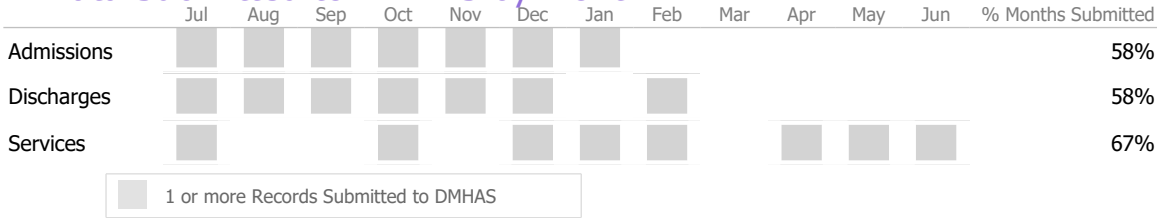
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	98%	90%	96%	8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

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