

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	102	108	-6%
	Admits	31	43	-28% ▼
	Discharges	44	35	26% ▲
	Service Hours	4,089	3,781	8%

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	102	100.0%

### Consumer Satisfaction Survey (Based on 69 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		86%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		82%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	16	16%	17%
26-34	20	20%	22%
35-44	21	21%	20%
45-54	25	25%	24%
55-64	20	20%	13%
65+			4%

Gender	#	%	State Avg
Male	52	51%	60%
Female	50	49%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	97	95%	▲ 74%
Hisp-Puerto Rican	2	2%	12%
Unknown	2	2%	7%
Hispanic-Other	1	1%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	82	80%	▲ 64%
Black/African American	13	13%	17%
Am. Indian/Native Alaskan	4	4%	1%
Other	2	2%	▼ 15%
Asian	1	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			2%

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

### Program Activity

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### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		47	45%	35%	31%	10% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		73%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■		■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 40 Active Employment Services Programs