

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	143	134	7%
	Admits	55	46	20% ▲
	Discharges	66	40	65% ▲
	Service Hours	1,875	2,988	-37% ▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	143	100.0%

Consumer Satisfaction Survey (Based on 43 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		88%	80%	91%
✓ Respect		88%	80%	91%
✓ Participation in Treatment		86%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		81%	80%	83%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	19	13%	17%
26-34	27	19%	22%
35-44	23	16%	20%
45-54	47	33%	24%
55-64	25	17%	13%
65+	2	1%	4%

Gender	#	%	State Avg
Male	78	55%	60%
Female	65	45%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	122	85%	74% ▲
Hisp-Puerto Rican	17	12%	12%
Hispanic-Other	2	1%	7%
Hispanic-Mexican	1	1%	0%
Unknown	1	1%	7%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	58	41%	17% ▲
White/Caucasian	58	41%	64% ▼
Other	17	12%	15%
Multiple Races	9	6%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			2%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	99	15% ▲
Admits	38	35	9%
Discharges	51	20	155% ▲
Service Hours	1,485	2,415	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	29%	35%	31%	-6%

Service Utilization

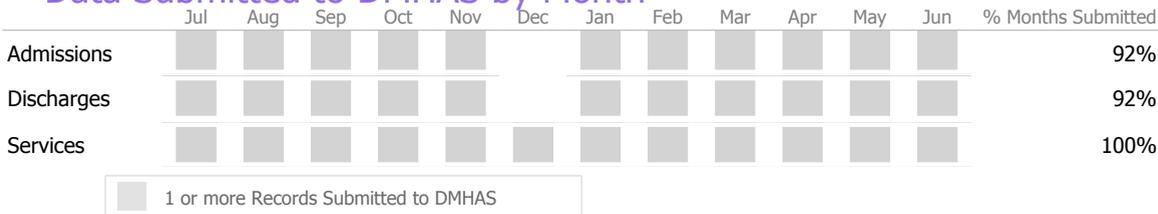
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	98%	90%	96%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	78%	73%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	17	11	55% ▲
Discharges	15	20	-25% ▼
Service Hours	390	572	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	12%	35%	31%	-23% ▼

Service Utilization

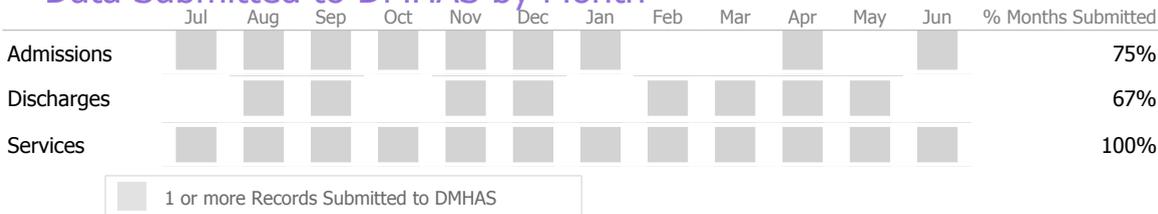
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	83%	90%	96%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	53%	73%

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 ✓ Goal Met
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