

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	341	326	5%
	Admits	153	160	-4%
	Discharges	170	146	16% ▲
	Service Hours	6,689	7,265	-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	341	100.0%

### Consumer Satisfaction Survey (Based on 90 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		97%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Access		94%	80%	88%
✓ Respect		91%	80%	91%
✓ Recovery		89%	80%	79%
✓ Outcome		85%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	29	9%	17%
26-34	78	23%	22%
35-44	78	23%	20%
45-54	95	28%	24%
55-64	58	17%	13%
65+	1	0%	4%

Gender	#	%	State Avg
Male	183	54%	60%
Female	156	46%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	269	79%	74%
Hisp-Puerto Rican	38	11%	12%
Hispanic-Other	23	7%	7%
Unknown	9	3%	7%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	148	43%	64% ▼
Black/African American	139	41%	17% ▲
Other	45	13%	15%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	2	1%	1%
Unknown	2	1%	2%
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	114	103	11% ▲
Admits	54	47	15% ▲
Discharges	53	45	18% ▲
Service Hours	2,498	2,989	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		30	26%	35%	31%	-9%

### Service Utilization

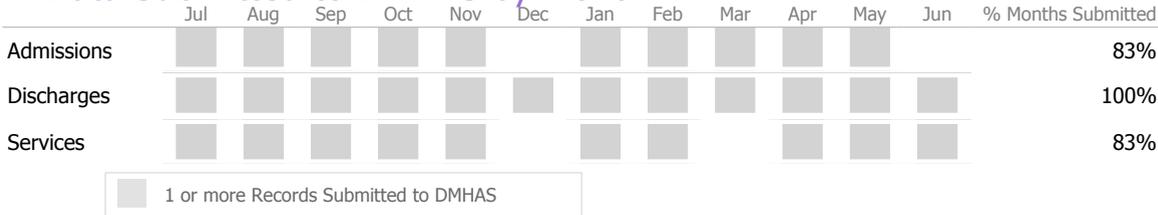
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		63	98%	90%	96%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	86%	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	26	30	-13% ▼
Admits	10	7	43% ▲
Discharges	4	14	-71% ▼
Service Hours	704	477	48% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	35%	35%	31%	0%

### Service Utilization

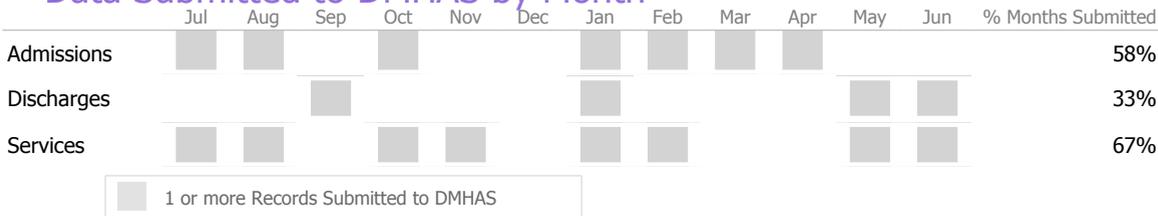
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	96%	10%

### 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



▲ > 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	223	217	3%
Admits	89	106	-16% ▼
Discharges	113	87	30% ▲
Service Hours	3,486	3,800	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		81	36%	35%	31%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		111	99%	90%	96%	9%

### 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	■	■	■	■	■	■	■	■	■	■	■	■	100%
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