

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	162	175	-7%
	Admits	55	81	-32% ▼
	Discharges	67	66	2%
	Service Hours	3,520	3,447	2%

▲ > 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	162	100.0%

Consumer Satisfaction Survey (Based on 82 FY12 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	69	43%	▲ 17%
26-34	21	13%	22%
35-44	19	12%	20%
45-54	38	23%	24%
55-64	13	8%	13%
65+	2	1%	4%

Gender	#	%	State Avg
Male	83	51%	60%
Female	79	49%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	134	83%	74%
Hisp-Puerto Rican	15	9%	12%
Unknown	8	5%	7%
Hispanic-Other	4	2%	7%
Hispanic-Mexican	1	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	90	56%	64%
Black/African American	53	33%	▲ 17%
Other	15	9%	15%
Multiple Races	2	1%	1%
Unknown	2	1%	2%
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	73	71	3%
Admits	28	34	-18% ▼
Discharges	38	24	58% ▲
Service Hours	1,173	1,361	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		21	28%	35%	31%	-7%

Service Utilization

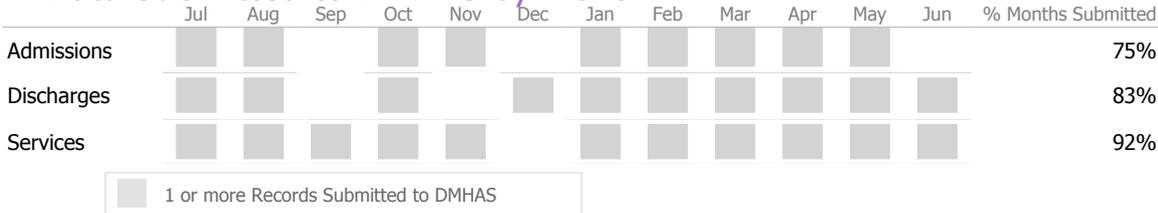
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	95%	90%	96%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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	22	33	-33% ▼
Admits	7	22	-68% ▼
Discharges	15	17	-12% ▼
Service Hours	752	570	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	30%	35%	31%	-5%

Service Utilization

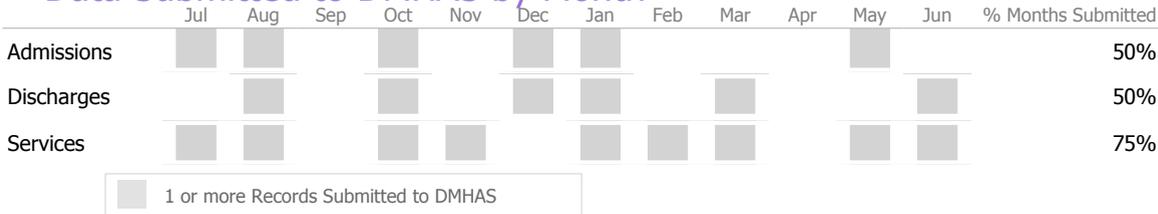
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	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	67	72	-7%
Admits	20	25	-20% ▼
Discharges	14	25	-44% ▼
Service Hours	1,595	1,516	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	18%	35%	31%	-17% ▼

Service Utilization

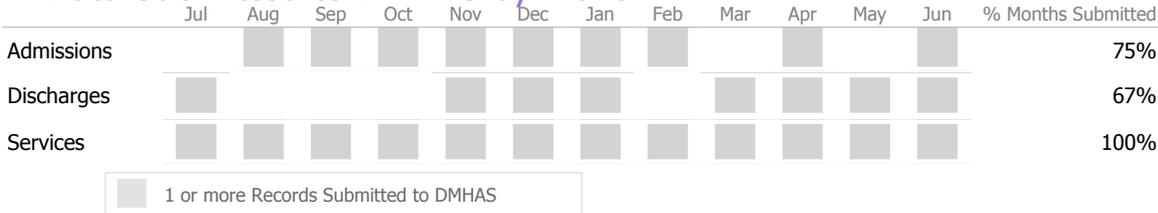
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	94%	90%	96%	4%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	91%	73%

Data Submitted to DMHAS by Month



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■ Actual
 Goal
 ✓ Goal Met
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