

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	262	287	-9%
	Admits	130	121	7%
	Discharges	162	142	14% ▲
	Service Hours	5,482	5,129	7%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	262	100.0%

### Consumer Satisfaction Survey (Based on 115 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Overall		90%	80%	91%
✓ Outcome		88%	80%	83%
✓ Participation in Treatment		85%	80%	92%
✓ Recovery		81%	80%	79%

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

### Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	17	7%	16%	Male	140	53%	60%
26-34	56	21%	24%	Female	122	47%	40%
35-44	59	23%	19%				
45-54	76	29%	23%				
55-64	51	20%	14%				
65+	2	1%	4%				

Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	211	81%	75%	White/Caucasian	126	48%	66% ▼
Hisp-Puerto Rican	23	9%	12%	Black/African American	91	35%	17% ▲
Hispanic-Other	22	8%	6%	Other	37	14%	13%
Unknown	4	2%	6%	Asian	3	1%	1%
Hispanic-Cuban	2	1%	0%	Unknown	3	1%	3%
Hispanic-Mexican			1%	Multiple Races	2	1%	1%
				Am. Indian/Native Alaskan			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	30	24	25% ▲
Admits	11	5	120% ▲
Discharges	10	4	150% ▲
Service Hours	709	804	-12% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		7	23%	35%	39%	-12% ▼

### Service Utilization

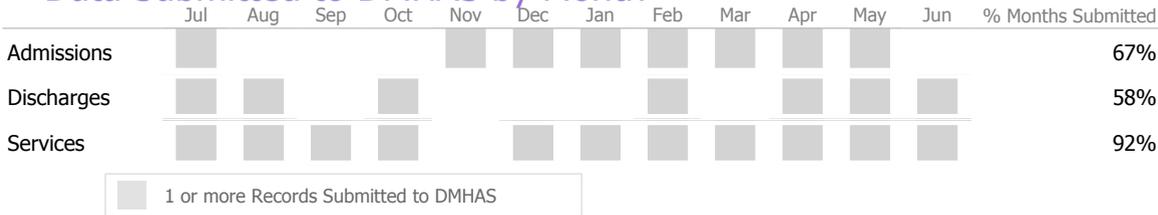
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		21	100%	90%	96%	10%

### Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		93%

### 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	156	190	-18% ▼
Admits	64	88	-27% ▼
Discharges	89	98	-9%
Service Hours	3,149	3,108	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		65	40%	35%	39%	5%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	97%	90%	96%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### 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

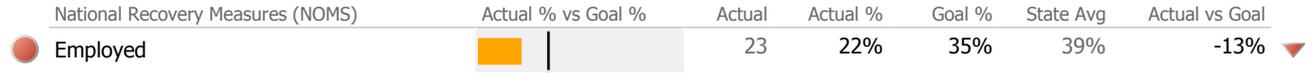
Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 40 Active Employment Services Programs

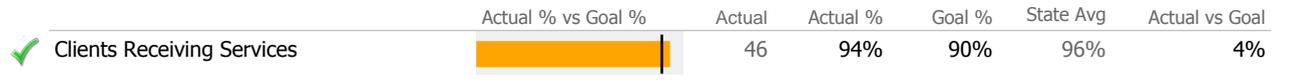
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	91	9%
Admits	55	28	96% ▲
Discharges	63	40	58% ▲
Service Hours	1,624	1,217	33% ▲

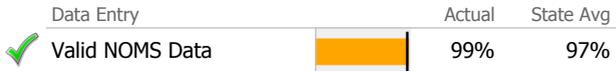
### Recovery



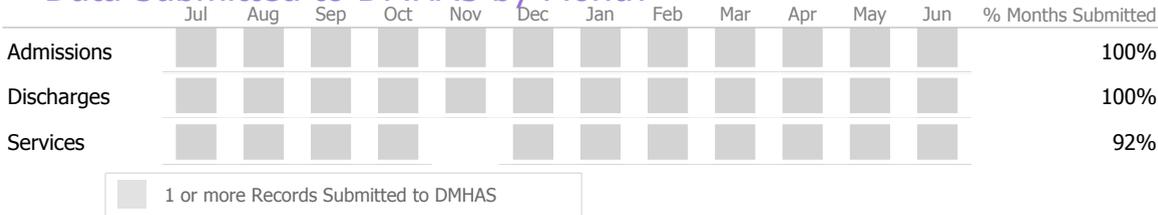
### Service Utilization



### Data Submission Quality



### 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