

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	73	71	3%
	Admits	10	18	-44% ▼
	Discharges	19	12	58% ▲
	Service Hours	1,655	1,667	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	73	100.0%

Consumer Satisfaction Survey

(Based on 58 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		97%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ Recovery		93%	80%	79%
✓ Outcome		86%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	7	10%	13%
26-34	11	15%	23%
35-44	10	14%	19%
45-54	20	27%	23%
55-64	22	30% ▲	16%
65+	3	4%	5%

Gender	#	%	State Avg
Male	37	51%	59%
Female	36	49%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	62	85%	75%
Hisp-Puerto Rican	8	11%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	6%
Hispanic-Other			6%

Race	#	%	State Avg
White/Caucasian	63	86% ▲	65%
Black/African American	9	12%	17%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
Other			13% ▼
Unknown			3%

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		37	51%	35%	43%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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