

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	70	59	19%	▲
	Admits	7	6	17%	▲
	Discharges	11	3	267%	▲
	Service Hours	908	782	16%	▲

▲ > 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	70	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	16%	22%
35-44	9	13%	19%
45-54	19	27%	24%
55-64	21	30% ▲	17%
65+	3	4%	5%

Gender	#	%	State Avg
Female	36	51%	42%
Male	34	49%	58%

Ethnicity	#	%	State Avg
Non-Hispanic	61	87% ▲	75%
Hisp-Puerto Rican	6	9%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	5%
Hispanic-Other			6%

Race	#	%	State Avg
White/Caucasian	60	86% ▲	66%
Black/African American	9	13%	16%
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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Unique Clients	70	59	19% ▲
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### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		37	53%	35%	43%	18% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		61	100%	90%	92%	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	% 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