

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	65	71	-8%
	Admits	5	7	-29% ▼
	Discharges	65	11	491%
	Service Hours	736	908	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	65	100.0%

Consumer Satisfaction Survey

(Based on 51 FY16 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%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Recovery		98%	80%	79%
✓ Outcome		96%	80%	83%
✓ Participation in Treatment		93%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	8	12%	12%
26-34	13	20%	22%
35-44	13	20%	19%
45-54	12	18%	23%
55-64	17	26%	18%
65+	2	3%	6%

Gender	#	%	State Avg
Male	39	60%	58%
Female	26	40%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	56	86%	▲ 75%
Hisp-Puerto Rican	7	11%	12%
Hispanic-Cuban	1	2%	0%
Hispanic-Other	1	2%	7%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	57	88%	▲ 65%
Black/African American	7	11%	16%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
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	65	71	-8%
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Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		33	51%	35%	43%	16% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		99% vs 97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100% vs 88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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