

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	119	118	1%
	Admits	15	15	0%
	Discharges	16	24	-33% ▼
	Service Hours	938	1,953	-52% ▼

▲ > 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	119	100.0%

### Consumer Satisfaction Survey

(Based on 50 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		96%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		78%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	12	10%	12%
26-34	29	24%	22%
35-44	24	20%	19%
45-54	24	20%	23%
55-64	27	23%	18%
65+	3	3%	6%

Gender	#	%	State Avg
Male	75	64%	58%
Female	43	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	105	88%	75% ▲
Hisp-Puerto Rican	11	9%	12%
Hispanic-Other	3	3%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	55	46%	65% ▼
Black/African American	49	41%	16% ▲
Other	7	6%	13%
Multiple Races	6	5%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

■ Unique Clients    | State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	95	1%
Admits	13	13	0%
Discharges	15	22	-32% ▼
Service Hours	708	1,714	-59% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		30	31%	35%	43%	-4%

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		78	95%	90%	92%	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%

### 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

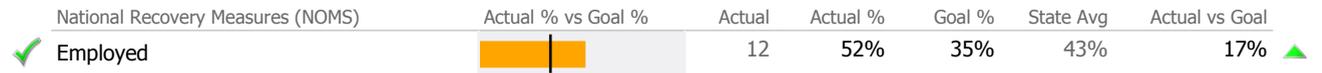
Actual | Goal Goal Met Below Goal

\* State Avg based on 40 Active Employment Services Programs

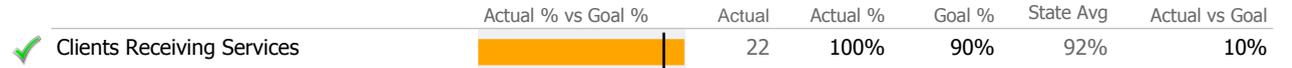
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	229	239	-4%

### Recovery



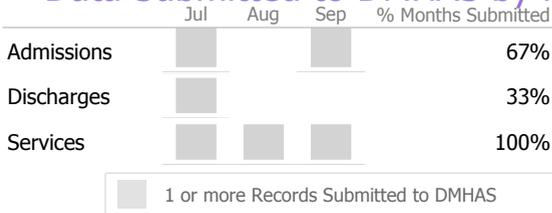
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 38 Active Outreach & Engagement Programs