

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	72	73	-1%
	Admits	17	7	143% ▲
	Discharges	4	10	-60% ▼
	Service Hours	803	1,087	-26% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	49	66.2%
	Education Support	25	33.8%

Consumer Satisfaction Survey

(Based on 71 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Access		99%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Recovery		93%	80%	79%
✓ Outcome		89%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	14	19%	12%
26-34	23	32%	22%
35-44	17	24%	19%
45-54	11	15%	23%
55-64	7	10%	18%
65+			6%

Gender	#	%	State Avg
Male	49	68%	58%
Female	23	32%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	56	78%	75%
Hisp-Puerto Rican	13	18%	12%
Hispanic-Other	2	3%	7%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	36	50%	65% ▼
Black/African American	19	26%	16%
Other	15	21%	13%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	46	7%
Admits	13	6	117% ▲
Discharges	4	5	-20% ▼
Service Hours	422	549	-23% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		27	55%	35%	43%	20% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		37	82%	90%	92%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				33%

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	25	30	-17% ▼
Admits	4	1	300% ▲
Discharges	-	5	-100% ▼
Service Hours	381	538	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		11	44%	35%	67%	9%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		22	88%	90%	98%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 5 Active Education Support Programs