

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	173	155	12%	▲
	Admits	29	30	-3%	
	Discharges	26	37	-30%	▼
	Service Hours	1,516	1,313	16%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	173	100.0%

Consumer Satisfaction Survey

(Based on 145 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		99%	80%	88%
✓ Respect		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		88%	80%	83%
✓ Recovery		88%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	14	8%	12%
26-34	30	18%	22%
35-44	37	22%	19%
45-54	50	29%	23%
55-64	33	19%	18%
65+	7	4%	6%

Gender	#	%	State Avg
Male	92	53%	58%
Female	80	47%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	137	79%	75%
Hisp-Puerto Rican	18	10%	12%
Hispanic-Other	15	9%	7%
Unknown	3	2%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	77	45%	65%
Black/African American	60	35%	16%
Other	32	18%	13%
Am. Indian/Native Alaskan	2	1%	1%
Asian	1	1%	1%
Multiple Races	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	25	23	9%
Admits	1	1	0%
Discharges	4	2	100% ▲
Service Hours	116	141	-18% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		8	32%	35%	43%	-3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	91%	90%	92%	1%

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				33%
Discharges				67%
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

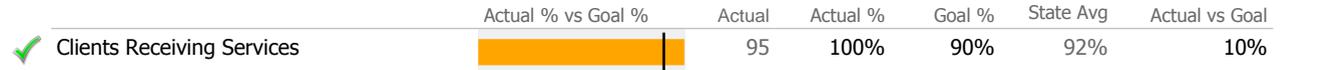
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	89	18% ▲
Admits	16	17	-6%
Discharges	14	19	-26% ▼
Service Hours	858	662	30% ▲

Recovery



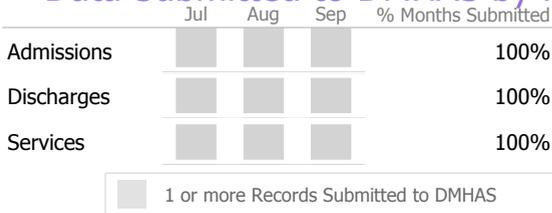
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 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	60	55	9%
Admits	12	12	0%
Discharges	8	16	-50% ▼
Service Hours	542	510	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	43%	35%	43%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	100%	90%	92%	10%

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				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