

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	133	132	1%
	Admits	31	30	3%
	Discharges	50	37	35% ▲
	Service Hours	1,741	2,629	-34% ▼

▲ > 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	133	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	15	11%	13%
26-34	32	24%	23%
35-44	27	20%	19%
45-54	27	20%	22%
55-64	28	21%	17%
65+	3	2%	5%

Gender	#	%	State Avg
Male	82	62%	59%
Female	50	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	116	87%	74% ▲
Hisp-Puerto Rican	12	9%	12%
Hispanic-Other	4	3%	7%
Unknown	1	1%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	61	46%	65% ▼
Black/African American	56	42%	16% ▲
Multiple Races	7	5%	1%
Other	7	5%	13%
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	109	107	2%
Admits	27	26	4%
Discharges	45	29	55% ▲
Service Hours	1,349	2,219	-39% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		38	34%	35%	44%	-1%

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		66	100%	90%	94%	10%

### Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		89%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

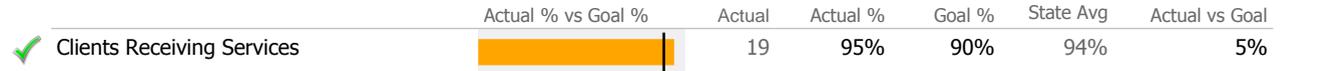
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	4	4	0%
Discharges	5	8	-38% ▼
Service Hours	392	410	-4%

### Recovery



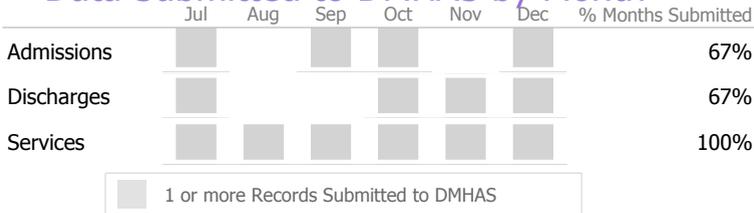
### Service Utilization



### 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 39 Active Outreach & Engagement Programs