

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	84	81	4%
	Admits	31	17	82% ▲
	Discharges	15	29	-48% ▼
	Service Hours	1,035	1,996	-48% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	58	65.9%
	Education Support	30	34.1%

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%

Client Demographics

Age	#	%	State Avg
18-25	18	21%	13%
26-34	25	30%	23%
35-44	17	20%	19%
45-54	15	18%	22%
55-64	9	11%	17%
65+			5%

Gender	#	%	State Avg
Male	57	68%	59%
Female	27	32%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	65	77%	74%
Hisp-Puerto Rican	14	17%	12%
Hispanic-Other	4	5%	7%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	41	49%	65% ▼
Black/African American	25	30%	16% ▲
Other	16	19%	13%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Unknown			3%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	53	9%
Admits	22	13	69% ▲
Discharges	15	14	7%
Service Hours	550	1,060	-48% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		31	53%	35%	44%	18% ▲

Service Utilization

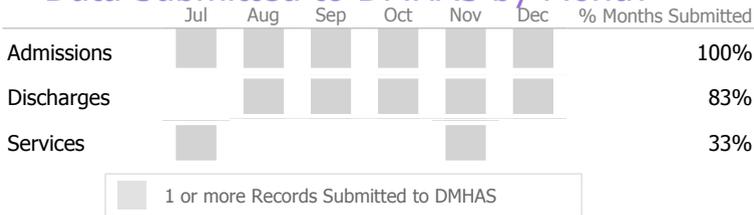
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		32	74%	90%	94%	-16% ▼

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



▲ > 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	30	33	-9%
Admits	9	4	125% ▲
Discharges	-	15	-100% ▼
Service Hours	485	936	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		11	37%	35%	60%	2%

Service Utilization

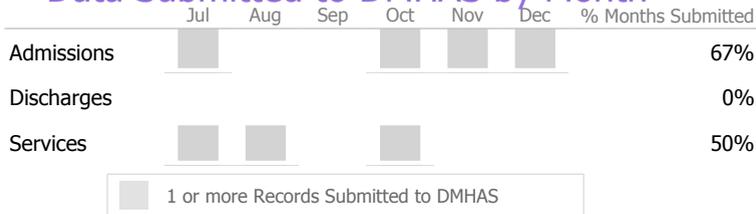
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	83%	90%	96%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	77%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs