

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	195	186	5%
	Admits	51	65	-22% ▼
	Discharges	44	73	-40% ▼
	Service Hours	2,779	2,625	6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	195	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	17	9%	13%
26-34	37	19%	23%
35-44	42	22%	19%
45-54	53	27%	22%
55-64	36	19%	17%
65+	8	4%	5%

Gender	#	%	State Avg
Male	104	54%	59%
Female	90	46%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	154	79%	74%
Hisp-Puerto Rican	20	10%	12%
Hispanic-Other	18	9%	7%
Unknown	3	2%	6%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	84	43%	65% ▼
Black/African American	70	36%	16% ▲
Other	37	19%	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	25	0%
Admits	1	3	-67% ▼
Discharges	11	3	267% ▲
Service Hours	201	289	-30% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		8	32%	35%	44%	-3%

Service Utilization

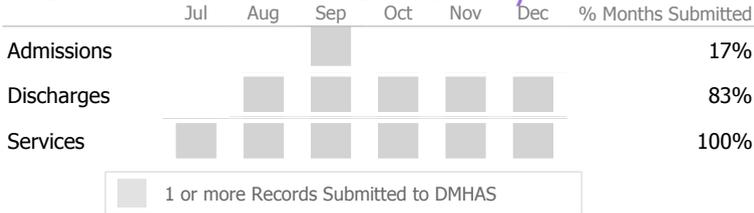
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		13	93%	90%	94%	3%

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

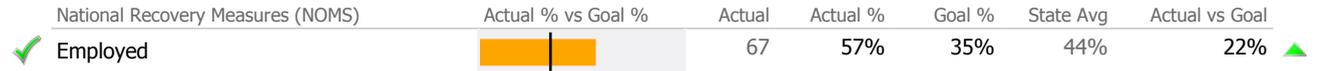
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

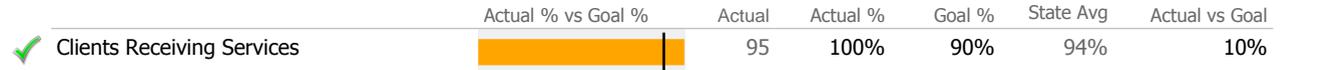
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	108	8%
Admits	28	37	-24% ▼
Discharges	24	40	-40% ▼
Service Hours	1,656	1,292	28% ▲

Recovery



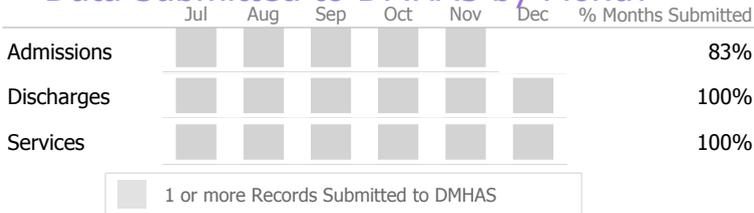
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

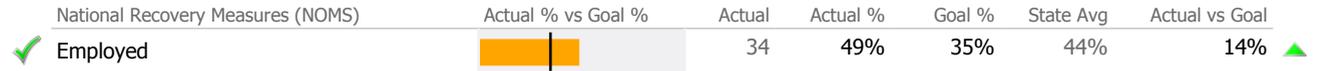
Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Employment Services Programs

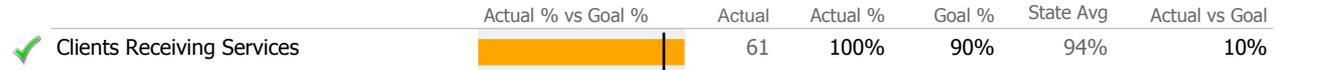
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	68	3%
Admits	22	25	-12% ▼
Discharges	9	30	-70% ▼
Service Hours	921	1,044	-12% ▼

Recovery



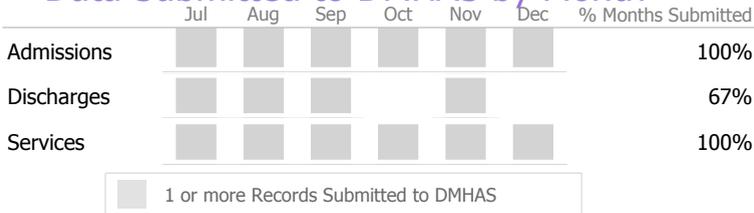
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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■ Actual | Goal ✓ Goal Met ● Below Goal

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