

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	95	97	-2%
	Admits	44	35	26% ▲
	Discharges	25	43	-42% ▼
	Service Hours	2,451	2,982	-18% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	67	66.3%
	Education Support	34	33.7%

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	23	24%	14%
26-34	30	32%	24%
35-44	18	19%	20%
45-54	15	16%	22%
55-64	9	9%	16%
65+			5%

Gender	#	%	State Avg
Male	67	71%	▲ 60%
Female	28	29%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	73	77%	74%
Hisp-Puerto Rican	16	17%	12%
Hispanic-Other	5	5%	7%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	45	47%	▼ 65%
Black/African American	28	29%	▲ 17%
Other	19	20%	13%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			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	67	65	3%
Admits	31	25	24% ▲
Discharges	25	25	0%
Service Hours	1,108	1,559	-29% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		36	54%	35%	42%	19% ▲

Service Utilization

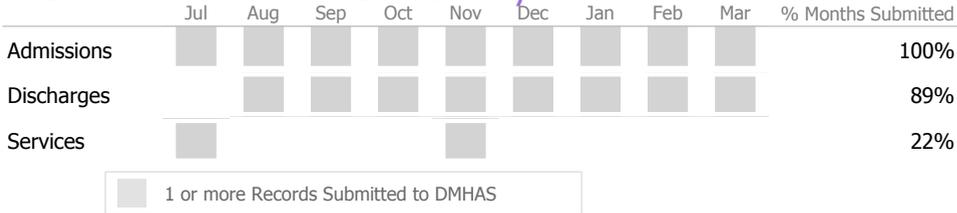
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	90%	90%	95%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%

On-Time Periodic		Actual	State Avg
	6 Month Updates		91%

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	34	39	-13% ▼
Admits	13	10	30% ▲
Discharges	-	18	-100% ▼
Service Hours	1,343	1,423	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Enrolled in Educational Program		11	32%	35%	58%	-3%

Service Utilization

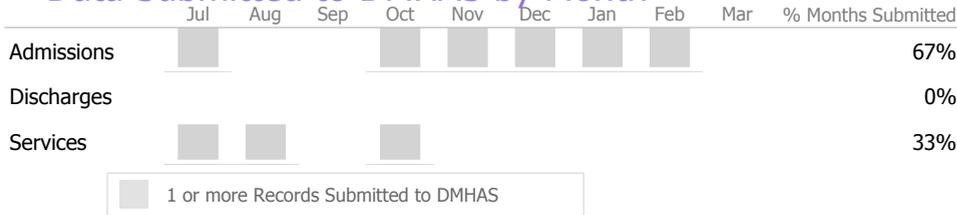
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	94%	90%	98%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		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