

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 210 | 221 | -5% |
| | Admits | 66 | 106 | -38% ▼ |
| | Discharges | 67 | 99 | -32% ▼ |
| | Service Hours | 3,939 | 4,013 | -2% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|---------------------|-----|--------|
| Mental Health | Employment Services | 210 | 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 | 21 | 10% | 14% |
| 26-34 | 41 | 20% | 24% |
| 35-44 | 44 | 21% | 20% |
| 45-54 | 56 | 27% | 22% |
| 55-64 | 37 | 18% | 16% |
| 65+ | 8 | 4% | 5% |

| Gender | # | % | State Avg |
|-------------|-----|-----|-----------|
| Male | 110 | 53% | 60% |
| Female | 99 | 47% | 40% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 164 | 78% | 74% |
| Hisp-Puerto Rican | 24 | 11% | 12% |
| Hispanic-Other | 19 | 9% | 7% |
| Unknown | 3 | 1% | 6% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 89 | 42% | 65% ▼ |
| Black/African American | 76 | 36% | 17% ▲ |
| Other | 41 | 20% | 13% |
| Am. Indian/Native Alaskan | 2 | 1% | 1% |
| Asian | 1 | 0% | 1% |
| Multiple Races | 1 | 0% | 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 | 27 | -7% |
| Admits | 1 | 5 | -80% ▼ |
| Discharges | 15 | 4 | 275% ▲ |
| Service Hours | 273 | 451 | -39% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed | | 9 | 36% | 35% | 42% | 1% |

Service Utilization

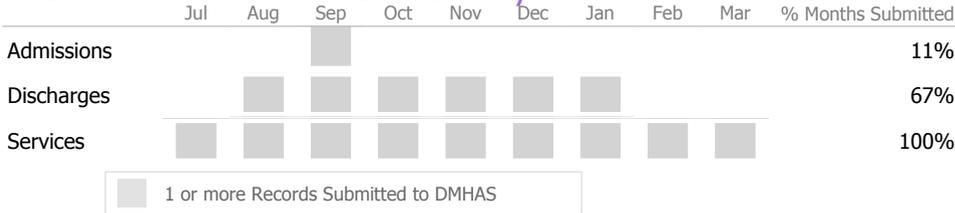
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 10 | 100% | 90% | 95% | 10% |

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 | 126 | 128 | -2% |
| Admits | 37 | 58 | -36% ▼ |
| Discharges | 36 | 51 | -29% ▼ |
| Service Hours | 2,463 | 2,081 | 18% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed | | 71 | 56% | 35% | 42% | 21% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 90 | 100% | 90% | 95% | 10% |

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

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | 89% |
| 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

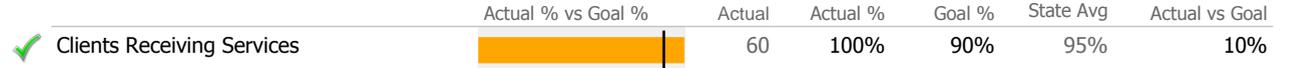
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 76 | 83 | -8% |
| Admits | 28 | 43 | -35% ▼ |
| Discharges | 16 | 44 | -64% ▼ |
| Service Hours | 1,203 | 1,482 | -19% ▼ |

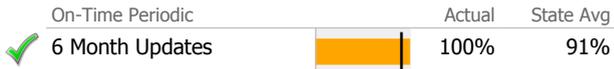
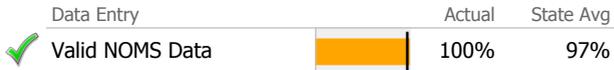
Recovery



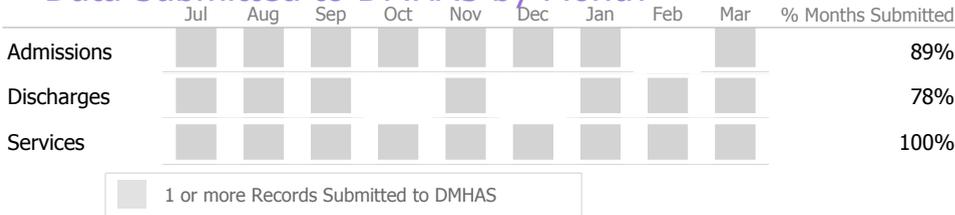
Service Utilization



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