

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	84	53	58%	▲
	Admits	31	20	55%	▲
	Discharges	22	13	69%	▲
	Service Hours	392	212	85%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	84	100.0%

Consumer Satisfaction Survey

(Based on 24 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		96%	80%	83%
✓ Recovery		88%	80%	79%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	11	16%	12%
26-34	18	26%	23%
35-44	16	23%	20%
45-54	16	23%	22%
55-64	8	12%	18%
65+			6%

Gender	#	%	State Avg
Female	45	54%	▲ 41%
Male	39	46%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	80	95%	▲ 13%
Hispanic-Other	4	5%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			▼ 74%
Unknown			6%

Race	#	%	State Avg
Other	62	74%	▲ 13%
Unknown	14	17%	▲ 3%
White/Caucasian	7	8%	▼ 65%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 16%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

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Unique Clients	84	53	58% ▲
Admits	31	20	55% ▲
Discharges	22	13	69% ▲
Service Hours	392	212	85% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		39	46%	35%	45%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		56	89%	90%	96%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		92%

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 41 Active Employment Services Programs