

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	178	195	-9%
	Admits	41	51	-20% ▼
	Discharges	40	48	-17% ▼
	Service Hours	2,125	2,781	-24% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	178	100.0%

Consumer Satisfaction Survey

(Based on 137 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		99%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	11	6%	12%
26-34	38	22%	23%
35-44	41	23%	20%
45-54	45	26%	22%
55-64	30	17%	18%
65+	11	6%	6%

Gender	#	%	State Avg
Male	102	58%	59%
Female	75	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	145	81%	74%
Hisp-Puerto Rican	16	9%	13%
Hispanic-Other	14	8%	7%
Unknown	2	1%	6%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	84	47%	65% ▼
Black/African American	62	35%	16% ▲
Other	27	15%	13%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	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	14	25	-44% ▼
Admits	5	1	400% ▲
Discharges	1	15	-93% ▼
Service Hours	129	201	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	29%	35%	45%	-6%

Service Utilization

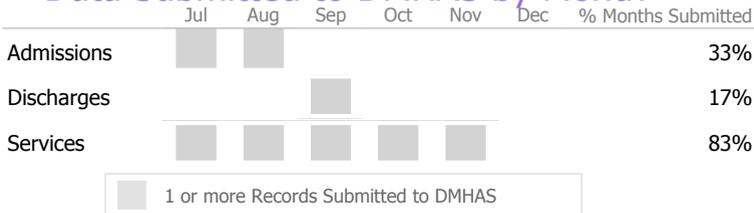
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	96%	10%

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



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 41 Active Employment Services Programs

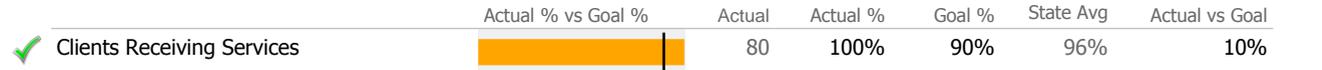
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	117	-14% ▼
Admits	21	28	-25% ▼
Discharges	21	24	-13% ▼
Service Hours	1,132	1,658	-32% ▼

Recovery



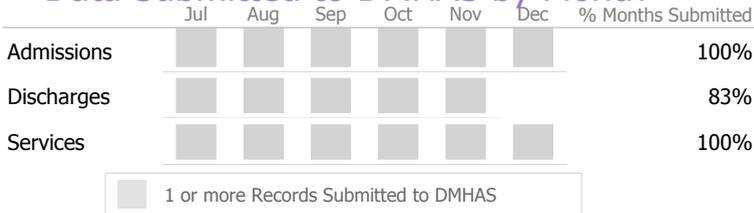
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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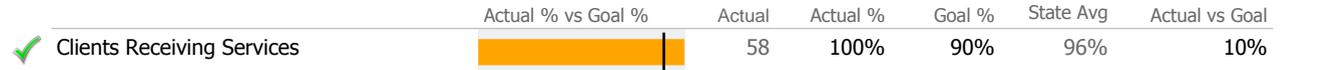
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	70	9%
Admits	15	22	-32% ▼
Discharges	18	9	100% ▲
Service Hours	865	921	-6%

Recovery



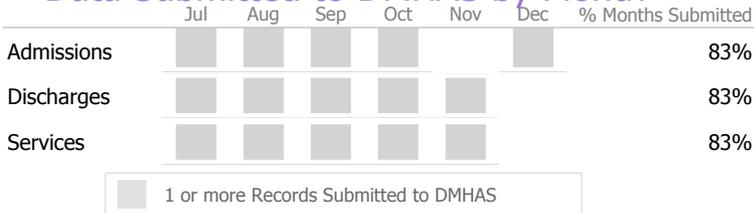
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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