

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	73	49	49%	▲
	Admits	19	16	19%	▲
	Discharges	5	4	25%	▲
	Service Hours	187	104	80%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	73	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	9	15%	11%
26-34	17	28%	22%
35-44	14	23%	19%
45-54	14	23%	22%
55-64	6	10%	19%
65+			6%

Gender	#	%	State Avg
Male	37	51%	58%
Female	36	49%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	69	95%	▲ 13%
Hispanic-Other	4	5%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			▼ 74%
Unknown			6%

Race	#	%	State Avg
Other	56	77%	▲ 13%
Unknown	9	12%	3%
White/Caucasian	7	10%	▼ 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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	49	49% ▲
Admits	19	16	19% ▲
Discharges	5	4	25% ▲
Service Hours	187	104	80% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	45%	35%	44%	10% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		55	81%	90%	94%	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		95%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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