

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	97	67	45%	▲
	Admits	45	34	32%	▲
	Discharges	29	17	71%	▲
	Service Hours	628	335	88%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	97	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	12	15%	13%
26-34	23	28%	24%
35-44	19	23%	20%
45-54	18	22%	21%
55-64	10	12%	17%
65+			5%

Gender	#	%	State Avg
Female	55	57%	▲ 40%
Male	42	43%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	91	94%	▲ 12%
Hispanic-Other	6	6%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			▼ 73%
Unknown			7%

Race	#	%	State Avg
Other	74	76%	▲ 13%
Unknown	14	14%	4%
White/Caucasian	8	8%	▼ 64%
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	97	67	45% ▲
Admits	45	34	32% ▲
Discharges	29	17	71% ▲
Service Hours	628	335	88% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		43	43%	35%	43%	8%

Service Utilization

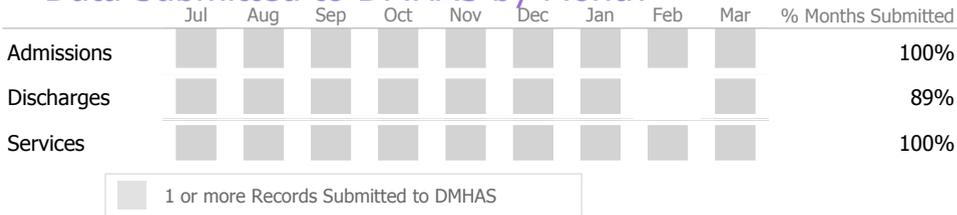
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		62	89%	90%	96%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

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