

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	203	210	-3%
	Admits	68	66	3%
	Discharges	67	70	-4%
	Service Hours	3,257	3,941	-17% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	203	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	12	6%	13%
26-34	45	22%	24%
35-44	47	23%	20%
45-54	52	26%	21%
55-64	34	17%	17%
65+	11	5%	5%

Gender	#	%	State Avg
Male	108	53%	60%
Female	94	47%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	162	80%	73%
Hisp-Puerto Rican	21	10%	12%
Hispanic-Other	17	8%	7%
Unknown	2	1%	7%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	95	47%	64% ▼
Black/African American	68	33%	16% ▲
Other	34	17%	13%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			4%

■ 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	3	17	-82% ▼
Service Hours	155	273	-43% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		4	29%	35%	43%	-6%

Service Utilization

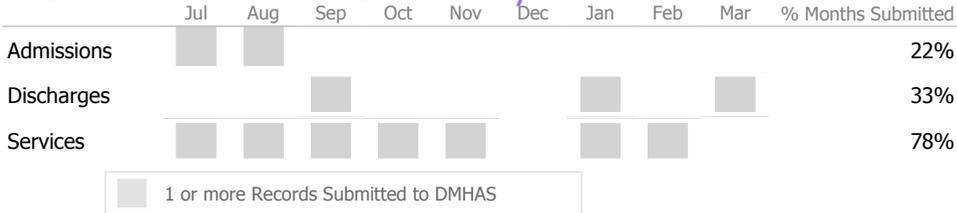
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		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

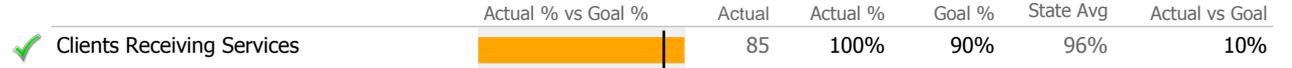
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	126	-8%
Admits	36	37	-3%
Discharges	38	37	3%
Service Hours	1,773	2,465	-28% ▼

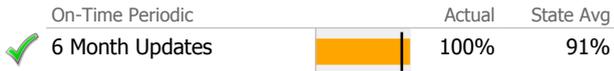
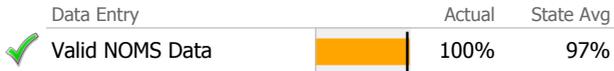
Recovery



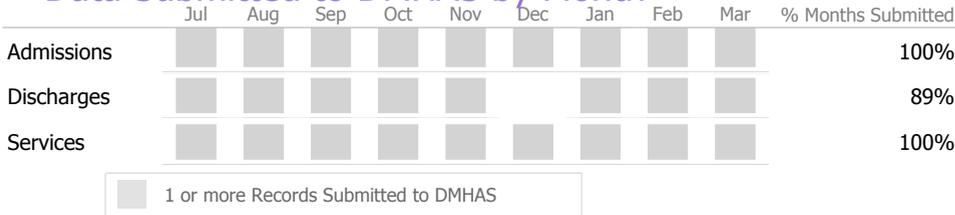
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

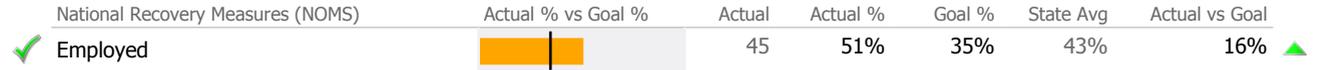
■ Actual | Goal ✓ Goal Met ● Below Goal

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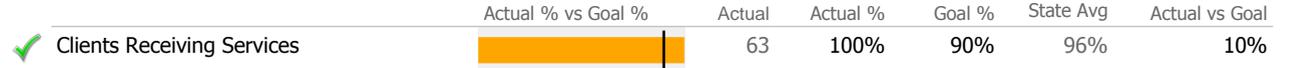
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	76	13% ▲
Admits	27	28	-4%
Discharges	26	16	63% ▲
Service Hours	1,330	1,203	11% ▲

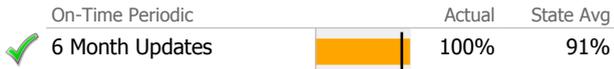
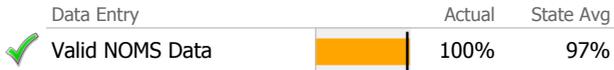
Recovery



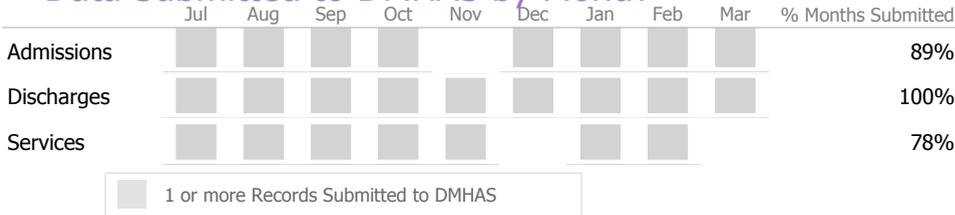
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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Actual | Goal Goal Met Below Goal

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