

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	175	164	7%
	Admits	29	26	12% ▲
	Discharges	33	29	14% ▲
	Service Hours	1,288	1,154	12% ▲

▲ > 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	175	100.0%

### Consumer Satisfaction Survey

(Based on 125 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Outcome		89%	80%	83%
✓ Recovery		88%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	10	6%	10%
26-34	42	24%	22%
35-44	34	19%	20%
45-54	41	23%	21%
55-64	38	22%	19%
65+	10	6%	7%

Gender	#	%	State Avg
Female	87	50%	41%
Male	87	50%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	140	80%	71%
Hispanic-Other	20	11%	7%
Hisp-Puerto Rican	14	8%	13%
Unknown	1	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	74	42%	63% ▼
Black/African American	62	35%	16% ▲
Other	30	17%	13%
Asian	4	2%	1%
Am. Indian/Native Alaskan	2	1%	1%
Unknown	2	1%	5%
Multiple Races	1	1%	1%
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	20	14	43% ▲
Admits	1	5	-80% ▼
Discharges	2	1	100% ▲
Service Hours	61	95	-36% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	60%	35%	44%	25% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	93%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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

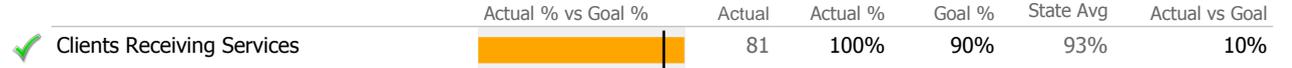
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	91	8%
Admits	18	11	64% ▲
Discharges	22	18	22% ▲
Service Hours	684	622	10%

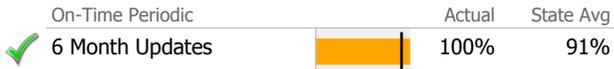
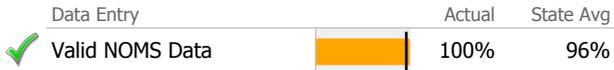
### Recovery



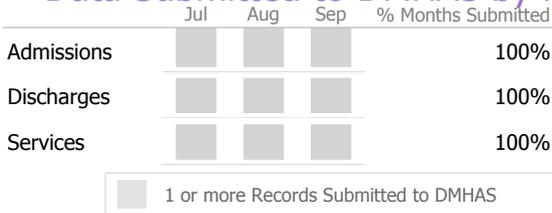
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

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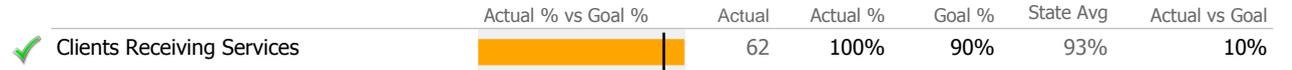
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	71	-3%
Admits	10	10	0%
Discharges	9	10	-10%
Service Hours	543	437	24% ▲

### Recovery



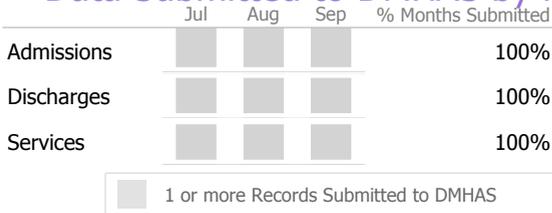
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



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