

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	85	85	0%
	Admits	26	33	-21% ▼
	Discharges	27	26	4%
	Service Hours	1,844	2,099	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	56	62.9%
	Education Support	33	37.1%

Consumer Satisfaction Survey

(Based on 57 FY18 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		100%	80%	83%
✓ Recovery		89%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	11	13%	11%
26-34	26	31%	23%
35-44	18	21%	21%
45-54	19	22%	21%
55-64	10	12%	18%
65+	1	1%	6%

Gender	#	%	State Avg
Male	54	64%	59%
Female	31	36%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	67	79%	71%
Hisp-Puerto Rican	10	12%	13%
Hispanic-Other	8	9%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	47	55%	63%
Black/African American	24	28%	▲ 16%
Other	12	14%	13%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Unknown			5%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	62	-10%
Admits	17	24	-29% ▼
Discharges	19	21	-10%
Service Hours	900	1,134	-21% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		36	64%	35%	45%	29% ▲

Service Utilization

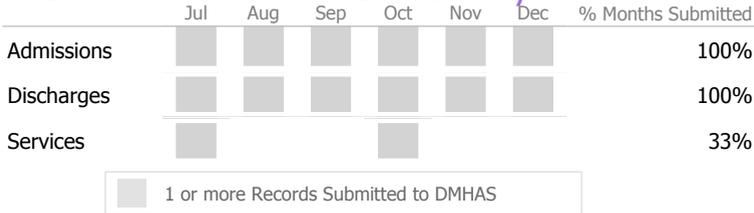
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	95%	90%	95%	5%

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	33	32	3%
Admits	9	9	0%
Discharges	8	5	60% ▲
Service Hours	944	965	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		22	67%	35%	79%	32% ▲

Service Utilization

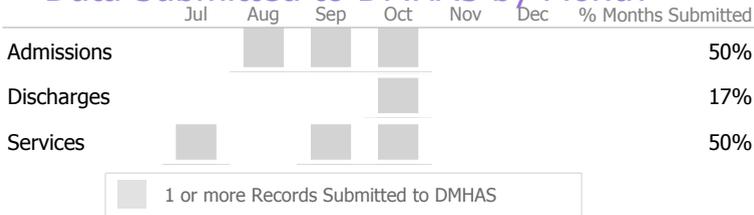
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	98%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs