

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	173	138	25%	▲
	Admits	48	63	-24%	▼
	Discharges	48	42	14%	▲
	Service Hours	1,337	1,307	2%	

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

### Clients by Level of Care

Program Type    Level of Care Type    #    %

#### Mental Health

Employment Services		173	100.0%
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### Consumer Satisfaction Survey (Based on 61 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		93%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		91%	80%	83%
✓ Respect		89%	80%	91%
✓ Recovery		88%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	16	9%	11%
26-34	43	25%	23%
35-44	46	27%	21%
45-54	40	23%	21%
55-64	25	14%	18%
65+	3	2%	6%

Gender	#	%	State Avg
Male	114	67%	59%
Female	57	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	140	81%	71%
Hisp-Puerto Rican	27	16%	13%
Hispanic-Other	3	2%	7%
Unknown	2	1%	9%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	79	46%	▲ 16%
White/Caucasian	62	36%	▼ 63%
Other	17	10%	13%
Multiple Races	14	8%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	28	107% ▲
Admits	19	28	-32% ▼
Discharges	13	2	550% ▲
Service Hours	230	142	61% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	37%	35%	45%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		35	76%	90%	95%	-14% ▼

### 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

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
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	88	86	2%
Admits	22	25	-12% ▼
Discharges	25	28	-11% ▼
Service Hours	856	803	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		35	40%	35%	45%	5%

### Service Utilization

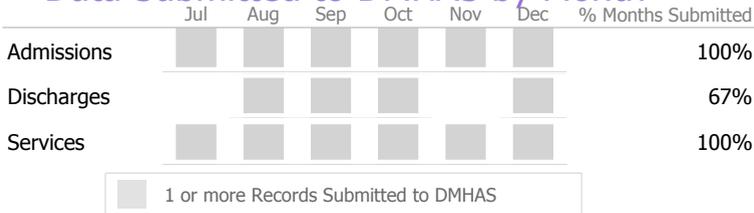
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	97%	90%	95%	7%

### 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	28	27	4%
Admits	7	7	0%
Discharges	10	9	11% ▲
Service Hours	251	361	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	36%	35%	45%	1%

### Service Utilization

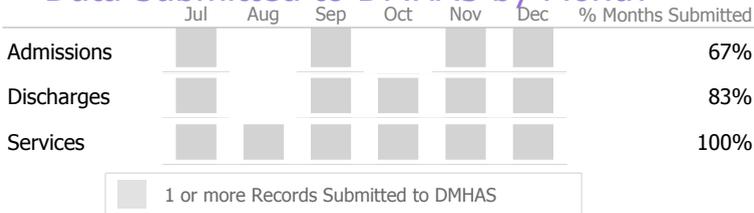
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	83%	90%	95%	-7%

### 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	0	3		▼
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	-	-		

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs