

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	200	178	12%	▲
	Admits	55	41	34%	▲
	Discharges	64	41	56%	▲
	Service Hours	2,519	2,125	19%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	200	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	5%	11%
26-34	46	23%	23%
35-44	39	20%	21%
45-54	51	26%	21%
55-64	43	22%	18%
65+	11	6%	6%

Gender	#	%	State Avg
Male	101	51%	59%
Female	98	49%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	159	80%	71%
Hispanic-Other	22	11%	7%
Hisp-Puerto Rican	18	9%	13%
Unknown	1	1%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	82	41%	63%
Black/African American	75	38%	16%
Other	34	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	3	1	200% ▲
Service Hours	153	129	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	65%	35%	45%	30% ▲

Service Utilization

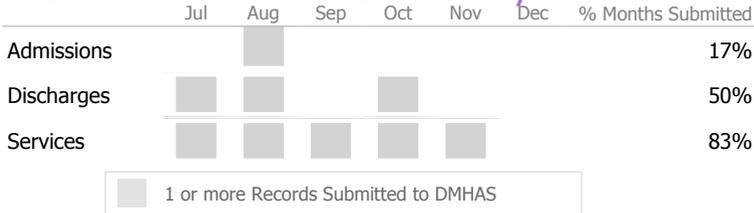
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	94%	90%	95%	4%

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	111	101	10%
Admits	32	21	52% ▲
Discharges	37	21	76% ▲
Service Hours	1,386	1,132	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		63	56%	35%	45%	21% ▲

Service Utilization

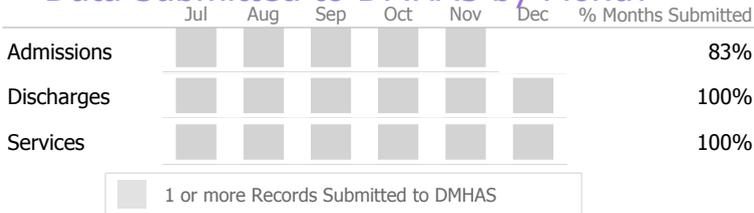
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	100%	90%	95%	10%

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

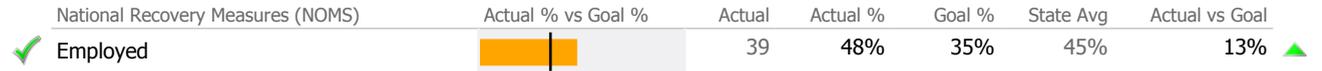
Actual | Goal Goal Met Below Goal

* State Avg based on 41 Active Employment Services Programs

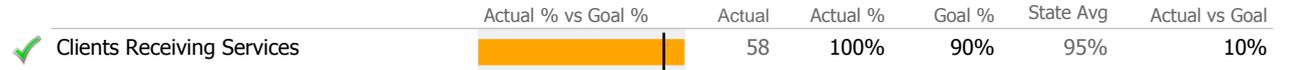
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	76	7%
Admits	22	15	47% ▲
Discharges	24	19	26% ▲
Service Hours	981	865	13% ▲

Recovery



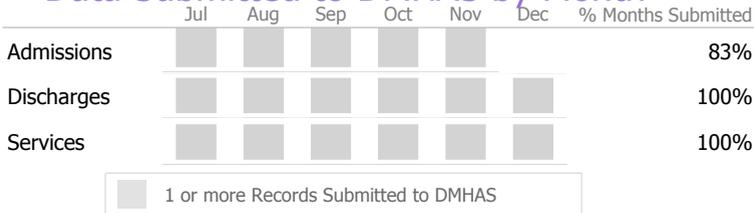
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



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