

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	193	167	16%	▲
	Admits	72	93	-23%	▼
	Discharges	70	60	17%	▲
	Service Hours	2,033	1,977	3%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	193	100.0%

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	18	9%	12%
26-34	49	25%	24%
35-44	53	27%	21%
45-54	41	21%	20%
55-64	29	15%	17%
65+	3	2%	6%

Gender	#	%	State Avg
Male	124	65%	60%
Female	67	35%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	155	80%	71%
Hisp-Puerto Rican	31	16%	13%
Hispanic-Other	4	2%	7%
Unknown	2	1%	9%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	87	45%	▲ 16%
White/Caucasian	69	36%	▼ 63%
Other	21	11%	14%
Multiple Races	14	7%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	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	67	46	46% ▲
Admits	30	46	-35% ▼
Discharges	30	8	275% ▲
Service Hours	414	345	20% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		24	35%	35%	42%	0%

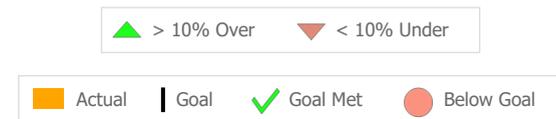
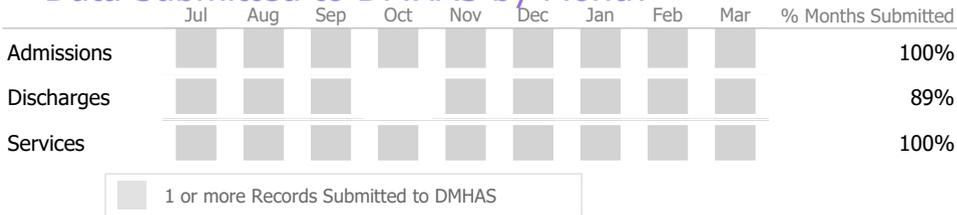
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	92%	90%	97%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	88%

Data Submitted to DMHAS by Month



* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	95	4%
Admits	34	35	-3%
Discharges	28	37	-24% ▼
Service Hours	1,262	1,131	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	41%	35%	42%	6%

Service Utilization

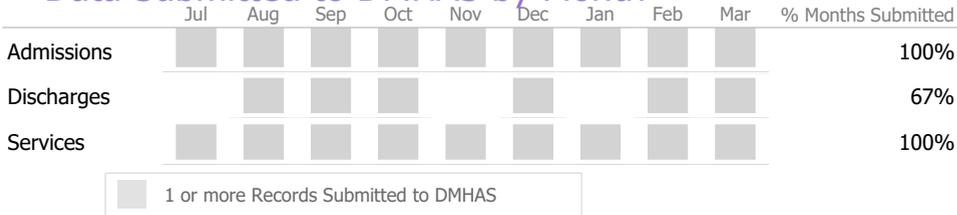
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	93%	90%	97%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	8	9	-11% ▼
Discharges	12	12	0%
Service Hours	357	500	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	41%	35%	42%	6%

Service Utilization

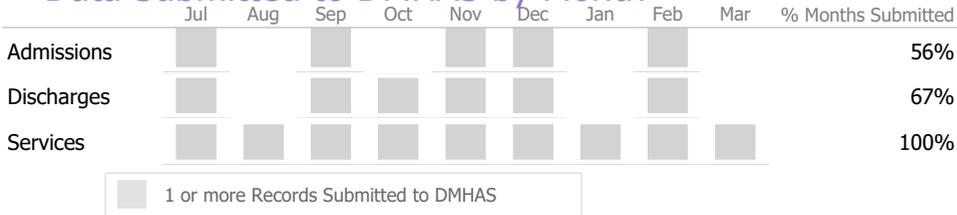
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	82%	90%	97%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 43 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	Jan	Feb	Mar	% 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 42 Active Outreach & Engagement Programs