

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	110	107	3%
	Admits	54	58	-7%
	Discharges	52	56	-7%
	Service Hours	3,892	3,757	4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	71	60.7%
	Education Support	46	39.3%

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	17	15%	12%
26-34	31	28%	24%
35-44	25	23%	21%
45-54	23	21%	20%
55-64	13	12%	17%
65+	1	1%	6%

Gender	#	%	State Avg
Male	69	63%	60%
Female	41	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	87	79%	70%
Hisp-Puerto Rican	13	12%	12%
Hispanic-Other	10	9%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	62	56%	63%
Black/African American	30	27%	17%
Other	16	15%	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	71	79	-10% ▼
Admits	32	42	-24% ▼
Discharges	32	41	-22% ▼
Service Hours	2,005	2,000	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		44	62%	35%	42%	27% ▲

Service Utilization

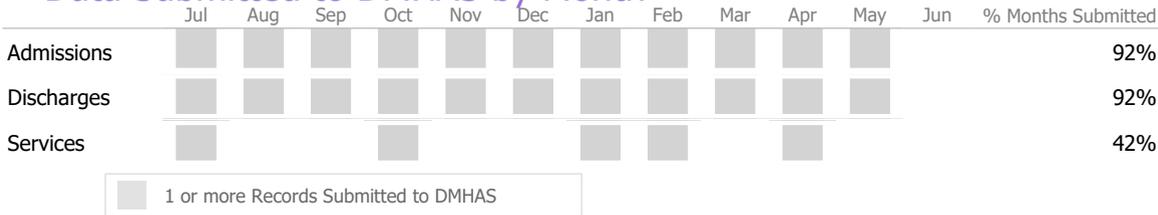
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		39	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		95%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		95%

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	46	38	21% ▲
Admits	22	16	38% ▲
Discharges	20	15	33% ▲
Service Hours	1,887	1,758	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		29	63%	35%	75%	28% ▲

Service Utilization

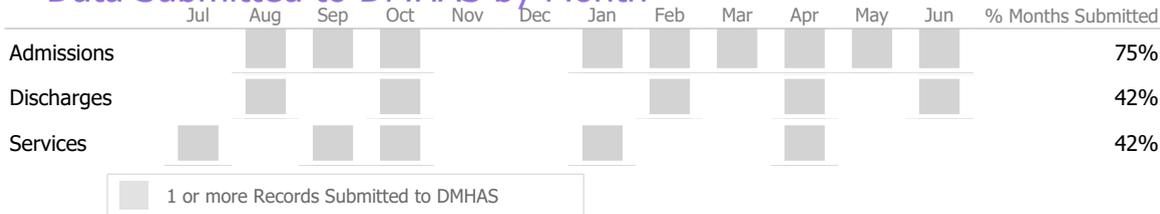
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		98%

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