

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	273	211	29% ▲
	Admits	130	124	5%
	Discharges	80	72	11% ▲
	Service Hours	2,376	2,589	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	205	75.1%
	Case Management	68	24.9%

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	21	8%	12%
26-34	63	23%	24%
35-44	76	28%	21%
45-54	64	23%	20%
55-64	45	16%	17%
65+	4	1%	6%

Gender	#	%	State Avg
Male	182	67%	60%
Female	89	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	227	83%	70% ▲
Hisp-Puerto Rican	36	13%	12%
Hispanic-Other	6	2%	7%
Unknown	2	1%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Black/African American	136	50%	17% ▲
White/Caucasian	92	34%	63% ▼
Other	25	9%	13%
Multiple Races	15	5%	1%
Am. Indian/Native Alaskan	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Asian	1	0%	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	70	51	37% ▲
Admits	33	51	-35% ▼
Discharges	32	13	146% ▲
Service Hours	547	483	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	38%	35%	42%	3%

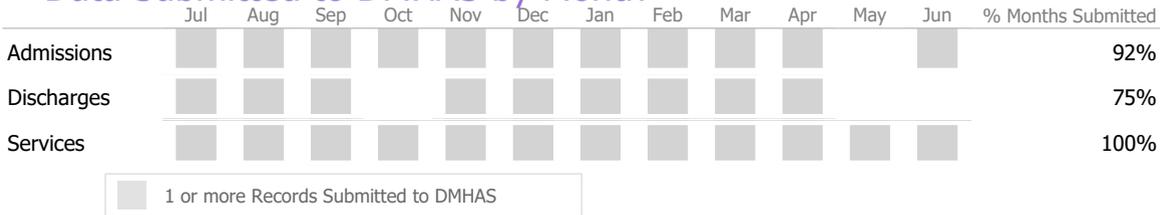
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	95%	90%	97%	5%

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	102	106	-4%
Admits	37	46	-20% ▼
Discharges	36	43	-16% ▼
Service Hours	1,430	1,477	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		45	44%	35%	42%	9%

Service Utilization

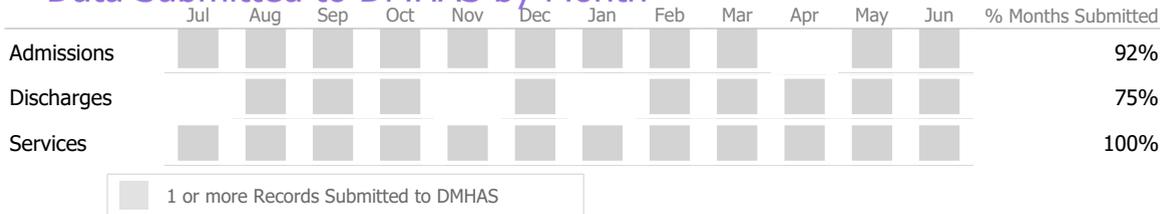
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	95%	90%	97%	5%

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	36	34	6%
Admits	15	14	7%
Discharges	12	13	-8%
Service Hours	399	629	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	33%	35%	42%	-2%

Service Utilization

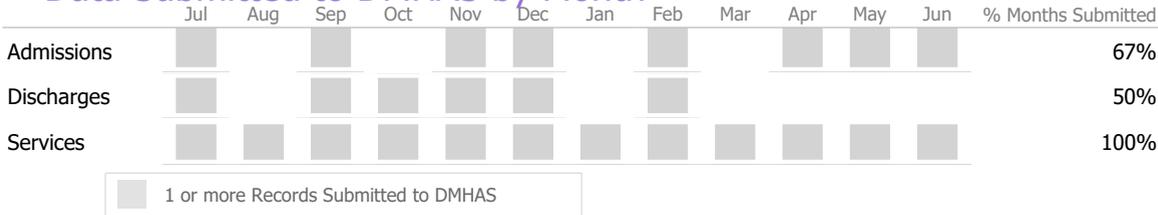
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	88%	90%	97%	-2%

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

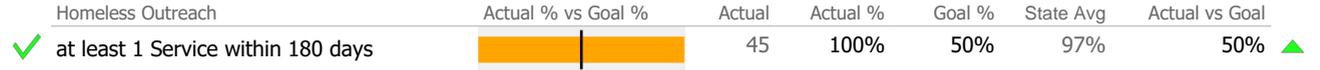
Actual | Goal Goal Met Below Goal

* State Avg based on 43 Active Employment Services Programs

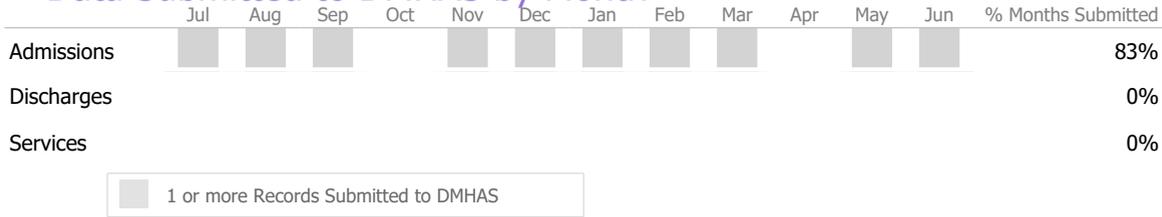
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	26	162% ▲
Admits	45	13	246% ▲
Discharges	-	3	-100% ▼
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs