

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	250	238	5%
	Admits	123	113	9%
	Discharges	116	105	10%
	Service Hours	4,746	4,595	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		250	100.0%
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### 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	19	8%	12%
26-34	58	23%	24%
35-44	52	21%	21%
45-54	61	24%	20%
55-64	48	19%	17%
65+	12	5%	6%

Gender	#	%	State Avg
Male	127	51%	60%
Female	122	49%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	200	80%	70%
Hispanic-Other	26	10%	7%
Hisp-Puerto Rican	23	9%	12%
Unknown	1	0%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	99	40%	▲ 17%
White/Caucasian	98	39%	▼ 63%
Other	43	17%	13%
Asian	5	2%	1%
Am. Indian/Native Alaskan	2	1%	1%
Unknown	2	1%	5%
Multiple Races	1	0%	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	29	23	26%	▲
Admits	10	14	-29%	▼
Discharges	7	4	75%	▲
Service Hours	277	213	30%	▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		16	55%	35%	42%	20% ▲

### Service Utilization

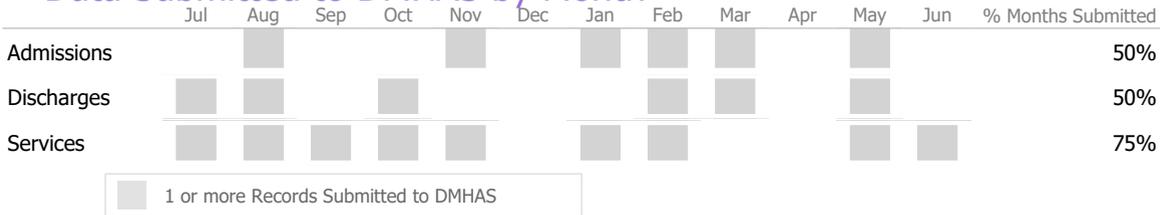
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		21	95%	90%	97%	5%

### 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	148	136	9%
Admits	74	56	32% ▲
Discharges	70	56	25% ▲
Service Hours	2,614	2,513	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		79	51%	35%	42%	16% ▲

### Service Utilization

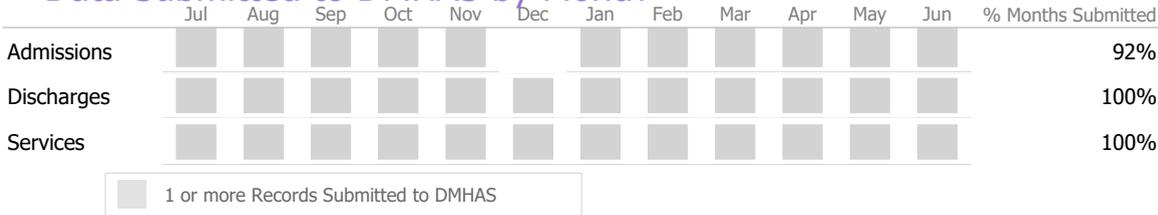
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		86	100%	90%	97%	10%

### 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	94	101	-7%
Admits	39	43	-9%
Discharges	39	45	-13% ▼
Service Hours	1,856	1,869	-1%

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		50	51%	35%	42%	16% ▲

### Service Utilization

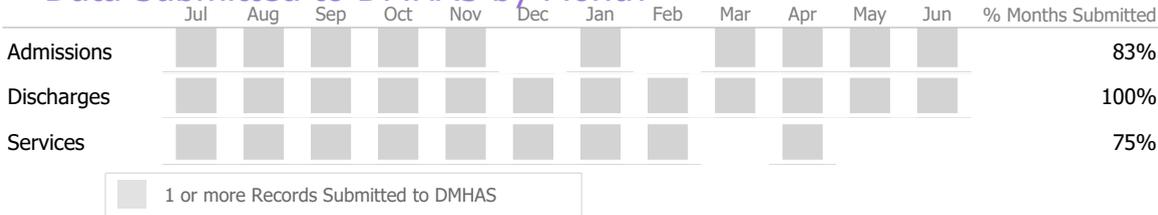
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		59	98%	90%	97%	8%

### 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   
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