

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	107	110	-3%
	Admits	58	66	-12% ▼
	Discharges	56	62	-10%
	Service Hours	3,752	3,750	0%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Employment Services	79	67.5%
	Education Support	38	32.5%

### Consumer Satisfaction Survey

(Based on 67 FY17 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%
✓ Recovery		99%	80%	79%
✓ Outcome		97%	80%	83%

■ Satisfied %    |    Goal %     0-80%     80-100%    ✓ Goal Met    ● Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	24	22%	13%
26-34	30	28%	24%
35-44	22	21%	20%
45-54	18	17%	21%
55-64	12	11%	16%
65+	1	1%	5%

Gender	#	%	State Avg
Male	70	65%	60%
Female	37	35%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	78	73%	72%
Hisp-Puerto Rican	22	21%	12%
Hispanic-Other	7	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	47	44%	64% ▼
Black/African American	32	30%	17% ▲
Other	26	24%	13% ▲
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Unknown			4%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	75	5%
Admits	42	39	8%
Discharges	41	37	11% ▲
Service Hours	1,997	2,085	-4%

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		43	54%	35%	43%	19% ▲

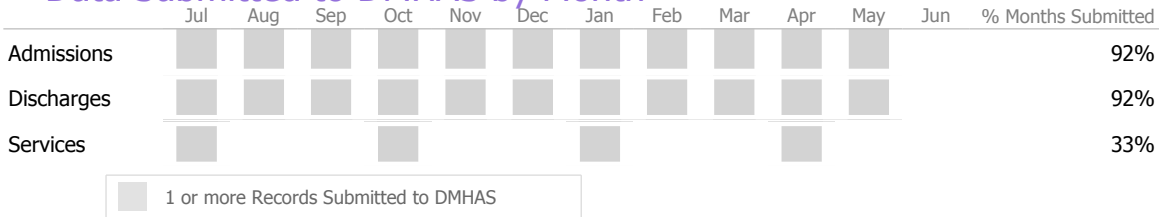
### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	97%	90%	98%	7%

### Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%
On-Time Periodic		Actual	State Avg
	6 Month Updates		93%

### 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	38	48	-21% ▼
Admits	16	27	-41% ▼
Discharges	15	25	-40% ▼
Service Hours	1,756	1,665	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		31	79%	35%	80%	44% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	99%	6%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%

### 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