

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	107	83	29%	▲
	Admits	57	50	14%	▲
	Discharges	53	29	83%	▲
	Service Hours	827	466	77%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	107	100.0%

Consumer Satisfaction Survey

(Based on 24 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%
✓ Outcome		96%	80%	83%
✓ Recovery		88%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	15	16%	13%
26-34	25	27%	24%
35-44	21	23%	20%
45-54	21	23%	21%
55-64	10	11%	16%
65+			5%

Gender	#	%	State Avg
Female	60	56%	▲ 40%
Male	47	44%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	100	93%	▲ 12%
Hispanic-Other	7	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Non-Hispanic			▼ 72%
Unknown			7%

Race	#	%	State Avg
Other	84	79%	▲ 13%
Unknown	14	13%	4%
White/Caucasian	8	7%	▼ 64%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 17%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

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Unique Clients	107	83	29% ▲
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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		47	42%	35%	43%	7%

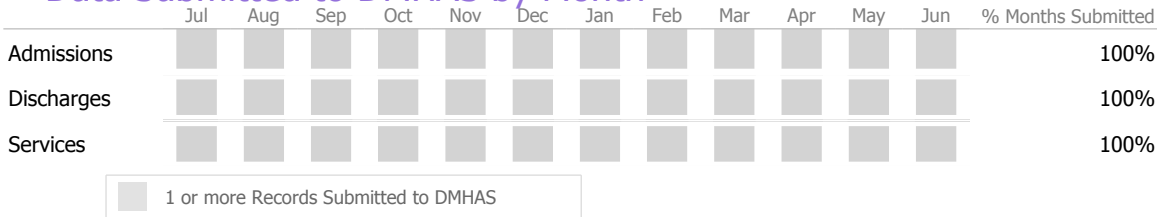
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	95%	90%	98%	5%

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