

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	160	169	-5%
	Admits	62	69	-10%
	Discharges	85	67	27% ▲
	Service Hours	3,096	4,491	-31% ▼

▲ > 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	160	100.0%

### Consumer Satisfaction Survey (Based on 50 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		96%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		78%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	18	11%	14%
26-34	36	23%	24%
35-44	35	22%	20%
45-54	35	22%	22%
55-64	32	20%	16%
65+	3	2%	5%

Gender	#	%	State Avg
Male	101	64%	60%
Female	58	36%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	139	87%	74% ▲
Hisp-Puerto Rican	16	10%	13%
Hispanic-Other	4	3%	7%
Unknown	1	1%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	72	45%	65% ▼
Black/African American	68	43%	16% ▲
Other	10	6%	13%
Multiple Races	7	4%	1%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	1%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	136	-9%
Admits	46	57	-19% ▼
Discharges	68	55	24% ▲
Service Hours	2,359	3,549	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		45	35%	35%	43%	0%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		97%	97%

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		100%	92%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	33	9%
Admits	16	12	33% ▲
Discharges	17	12	42% ▲
Service Hours	736	941	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	46%	35%	43%	11% ▲

### Service Utilization

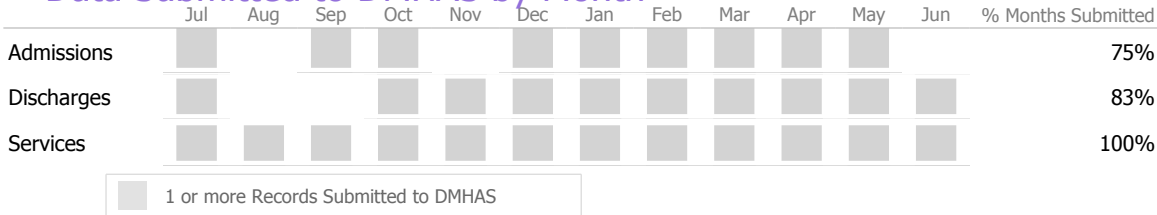
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

 > 10% Over     < 10% Under

 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs