

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	108	102	6%
	Admits	49	31	58% ▲
	Discharges	56	44	27% ▲
	Service Hours	3,250	4,089	-21% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	108	100.0%

Consumer Satisfaction Survey (Based on 60 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Respect		96%	80%	91%
✓ Access		93%	80%	88%
✓ Participation in Treatment		92%	80%	92%
✓ Recovery		91%	80%	79%
✓ Outcome		89%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	14	13%	16%
26-34	28	26%	23%
35-44	24	22%	20%
45-54	21	19%	24%
55-64	21	19%	14%
65+			4%

Gender	#	%	State Avg
Female	58	54%	▲ 40%
Male	50	46%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	99	92%	▲ 75%
Hisp-Puerto Rican	4	4%	12%
Hispanic-Other	3	3%	6%
Unknown	2	2%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	90	83%	▲ 65%
Black/African American	12	11%	17%
Am. Indian/Native Alaskan	3	3%	1%
Other	2	2%	▼ 14%
Asian	1	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

Program Activity

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Unique Clients	108	102	6%
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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		47	43%	35%	37%	8%

Service Utilization

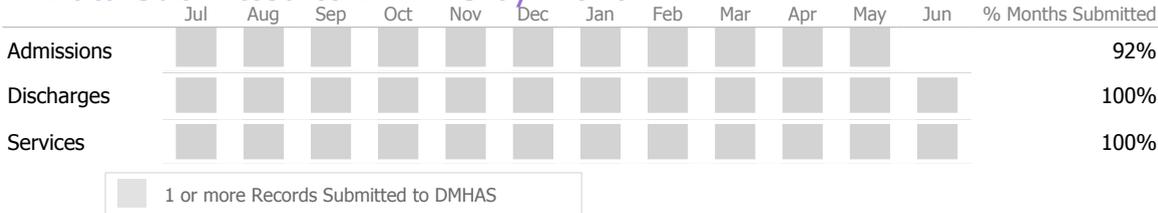
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

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 40 Active Employment Services Programs