

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	119	142	-16% ▼
	Admits	59	55	7%
	Discharges	70	86	-19% ▼
	Service Hours	1,733	1,875	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	119	100.0%

Consumer Satisfaction Survey (Based on 24 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ General Satisfaction		88%	80%	92%
● Outcome		78%	80%	83%
● Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	19	16%	16%
26-34	23	19%	23%
35-44	22	18%	20%
45-54	30	25%	24%
55-64	24	20%	14%
65+	1	1%	4%

Gender	#	%	State Avg
Female	62	52%	▲ 40%
Male	57	48%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	105	88%	▲ 75%
Hisp-Puerto Rican	13	11%	12%
Hispanic-Other	1	1%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	52	44%	▼ 65%
Black/African American	47	39%	▲ 17%
Other	12	10%	14%
Multiple Races	7	6%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			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	85	113	-25% ▼
Admits	40	38	5%
Discharges	51	69	-26% ▼
Service Hours	1,433	1,486	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		30	34%	35%	37%	-1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%

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	34	32	6%
Admits	19	17	12% ▲
Discharges	19	17	12% ▲
Service Hours	300	390	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	34%	35%	37%	-1%

Service Utilization

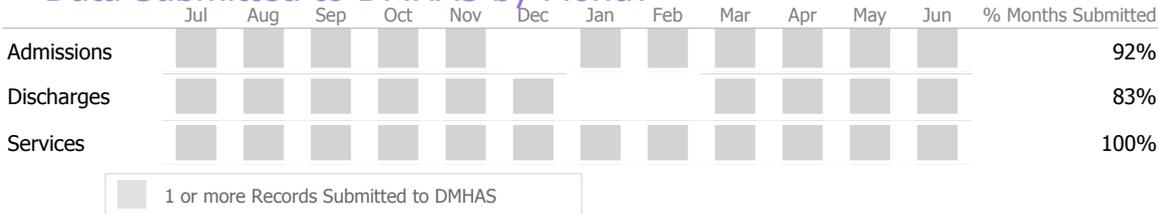
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	88%	90%	94%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%

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