

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	155	178	-13% ▼
	Admits	15	31	-52% ▼
	Discharges	6	46	-87% ▼
	Service Hours	1,033	1,129	-9%

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

Consumer Satisfaction Survey

(Based on 72 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ Overall	99% 100%	99%	80%	91%
✓ Quality and Appropriateness	99% 100%	99%	80%	93%
✓ Respect	98% 100%	98%	80%	91%
✓ Access	97% 100%	97%	80%	88%
✓ General Satisfaction	94% 100%	94%	80%	92%
✓ Recovery	85% 100%	85%	80%	79%
✓ Outcome	84% 100%	84%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Employment Services	155	100.0%
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■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	12	8%	8%	Male	97	63%	58%
26-34	39	25%	21%	Female	58	37%	42%
35-44	33	21%	22%	Transgender			0%
45-54	33	21%	20%				
55-64	30	19%	20%				
65+	8	5%	9%				

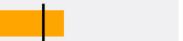
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	122	79%	69%	White/Caucasian	64	41%	63%
Hispanic-Other	19	12%	8%	Black/African American	60	39%	16%
Hisp-Puerto Rican	13	8%	12%	Other	27	17%	13%
Unknown	1	1%	11%	Asian	2	1%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	1	1%	0%
Hispanic-Mexican			1%	Unknown	1	1%	5%
				Am. Indian/Native Alaskan			1%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	28	-29%	▼
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	123	89	38%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	45%	35%	44%	10%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		16	80%	90%	87%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100%
On-Time Periodic 6 Month Updates		95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	108	-17%	▼
Admits	6	25	-76%	▼
Discharges	4	32	-88%	▼
Service Hours	552	605	-9%	

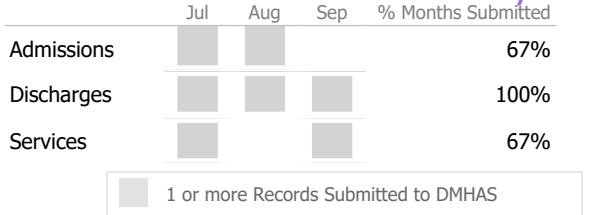
Recovery

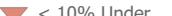
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	51	57%	35%	44%	22% 
✓ Clients Receiving Services	 	87	100%	90%	87%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100%
✓ On-Time Periodic 6 Month Updates	 	99%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	62	-5%
Admits	9	4	125% ▲
Discharges	1	12	-92% ▼
Service Hours	357	435	-18% ▼

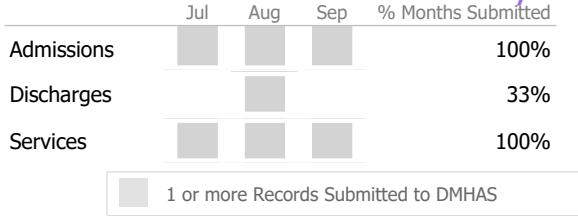
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	27	46%	35%	44%	11% ▲
✓ Clients Receiving Services	 	58	100%	90%	87%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	99%
✓ On-Time Periodic 6 Month Updates	 	100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs