

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	121	122	-1%
↘	Admits	12	23	-48% ▼
↘	Discharges	5	18	-72% ▼
↘	Service Hours	390	633	-38% ▼

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

Consumer Satisfaction Survey

(Based on 42 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ Access	100% 100%	100%	80%	88%
✓ Overall	98% 98%	98%	80%	91%
✓ General Satisfaction	98% 98%	98%	80%	92%
✓ Participation in Treatment	97% 97%	97%	80%	92%
✓ Respect	95% 95%	95%	80%	91%
✓ Recovery	92% 92%	92%	80%	79%
✓ Outcome	90% 90%	90%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Employment Services	121	100.0%
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■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	8	7%	8%
26-34	21	17%	21%
35-44	17	14%	22%
45-54	31	26%	20%
55-64	39	32% ▲	20%
65+	5	4%	9%

Gender

	#	%	State Avg
Male	62	51%	58%
Female	59	49%	42%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	110	91% ▲	69%
Hisp-Puerto Rican	6	5%	12%
Hispanic-Other	3	2%	8%
Unknown	2	2%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Race

	#	%	State Avg
White/Caucasian	94	78% ▲	63%
Black/African American	16	13%	16%
Other	9	7%	13%
Multiple Races	1	1%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	112	-1%
Admits	11	23	-52% ▼
Discharges	5	18	-72% ▼
Service Hours	368	598	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	45	41%	35%	44%	6%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
█	█	85	80%	90%	87%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	█	100% 87%
On-Time Periodic		
6 Month Updates	█	100% 91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges	█	█		67%
Services	█	█	█	100%

█ 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	12	11	9%
Admits	1	-	
Discharges	-	-	
Service Hours	22	35	-37% ▼

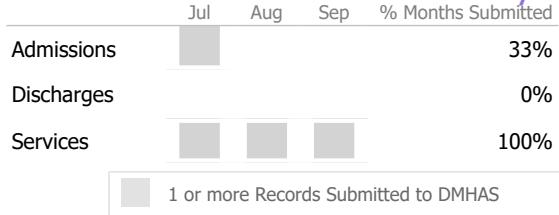
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	12	100%	35%	44%	65% 
Service Utilization						
✓ Clients Receiving Services	 	11	92%	90%	87%	2% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100%
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