

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	179	265	-32%	▼
	Admits	24	89	-73%	▼
	Discharges	65	128	-49%	▼
	Service Hours	1,850	1,436	29%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	93	51.7%
	Case Management	87	48.3%

Consumer Satisfaction Survey

(Based on 56 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Outcome		98%	80%	83%
✓ Quality and Appropriateness		96%	80%	93%
✓ Recovery		91%	80%	79%
✓ Participation in Treatment		87%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	10	6%	10%
26-34	30	17%	22%
35-44	49	28%	23%
45-54	41	23%	19%
55-64	43	24%	19%
65+	5	3%	8%

Gender	#	%	State Avg
Male	122	69%	▲ 58%
Female	55	31%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	158	88%	▲ 69%
Hisp-Puerto Rican	20	11%	12%
Hispanic-Other	1	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			▼ 11%

Race	#	%	State Avg
Black/African American	96	54%	▲ 17%
White/Caucasian	54	30%	▼ 62%
Other	16	9%	13%
Multiple Races	7	4%	1%
Hawaiian/Other Pacific Islander	3	2%	0%
Am. Indian/Native Alaskan	2	1%	0%
Unknown	1	1%	6%
Asian			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	100	-27% ▼
Admits	8	35	-77% ▼
Discharges	11	37	-70% ▼
Service Hours	1,421	1,153	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		29	40%	35%	42%	5%

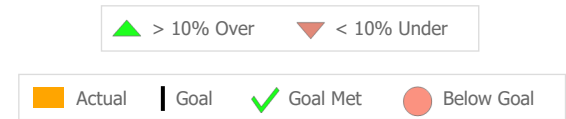
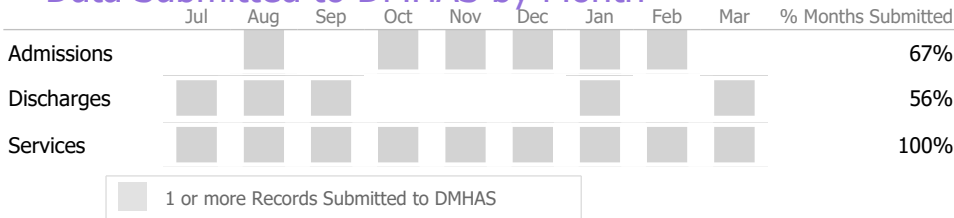
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	94%	90%	97%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	27	-19% ▼
Admits	6	6	0%
Discharges	4	14	-71% ▼
Service Hours	429	172	150% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	43%	35%	42%	8%

Service Utilization

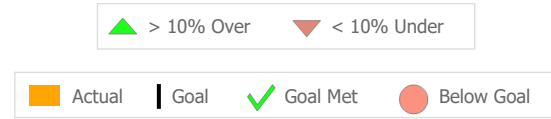
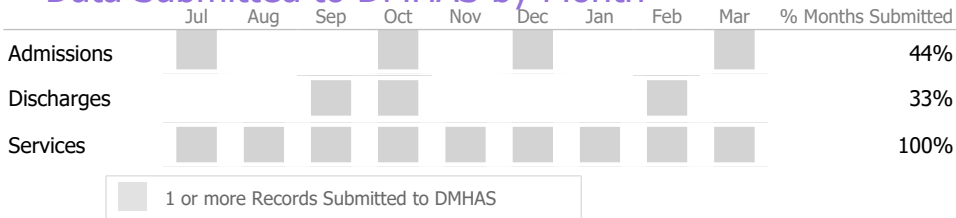
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%

Data Submitted to DMHAS by Month

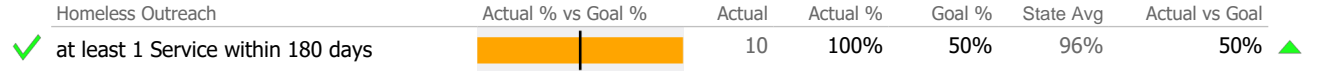


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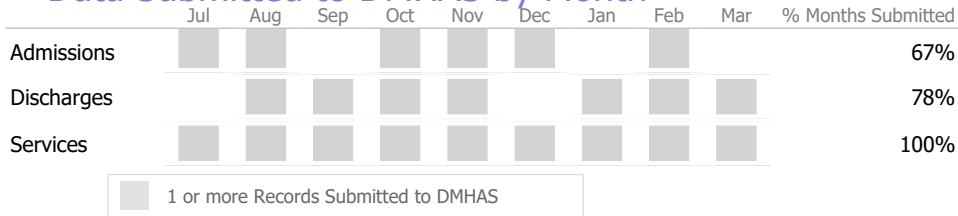
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	114	-24% ▼
Admits	10	47	-79% ▼
Discharges	50	38	32% ▲
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs