

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	91	97	-6%
	Admits	37	40	-8%
	Discharges	37	38	-3%
	Service Hours	2,527	1,795	41% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	58	61.1%
	Education Support	37	38.9%

### Consumer Satisfaction Survey

(Based on 54 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		98%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		89%	80%	91%
✓ Recovery		85%	80%	79%
● Outcome		75%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	13	14%	10%
26-34	31	34% ▲	22%
35-44	17	19%	23%
45-54	16	18%	19%
55-64	11	12%	19%
65+	3	3%	8%

Gender	#	%	State Avg
Male	53	58%	59%
Female	38	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	72	79% ▲	68%
Hisp-Puerto Rican	11	12%	11%
Hispanic-Other	8	9%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			12% ▼

Race	#	%	State Avg
White/Caucasian	45	49% ▼	62%
Black/African American	29	32% ▲	17%
Other	14	15%	13%
Asian	3	3%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	62	-6%
Admits	22	25	-12% ▼
Discharges	22	25	-12% ▼
Service Hours	1,215	659	84% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		37	62%	35%	47%	27% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		37	97%	90%	96%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%
○ On-Time Periodic		
○ 6 Month Updates		91%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■		■	89%
Services	■			■			■	■		44%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

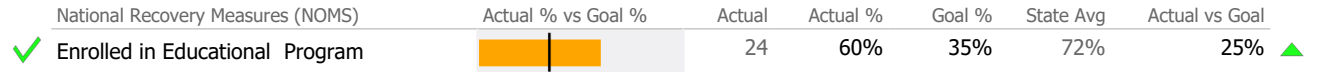
■ Actual    | Goal    ✓ Goal Met    ○ Below Goal

\* State Avg based on 39 Active Employment Services Programs

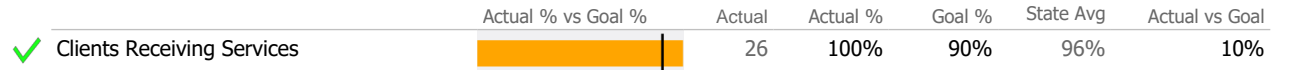
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	39	-5%
Admits	15	15	0%
Discharges	15	13	15% ▲
Service Hours	1,312	1,136	16% ▲

### Recovery



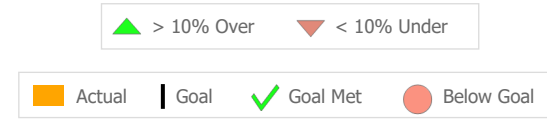
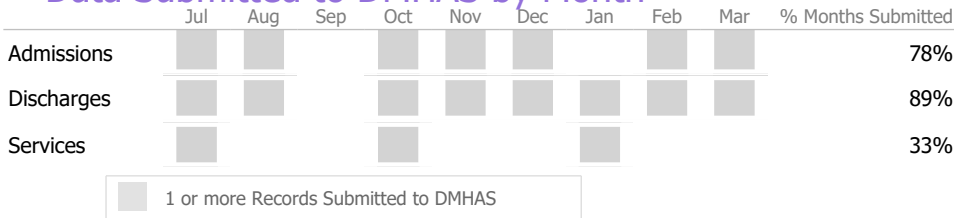
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 5 Active Education Support Programs