

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	178	175	2%
	Admits	28	38	-26% ▼
	Discharges	35	26	35% ▲
	Service Hours	2,018	2,981	-32% ▼

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

Consumer Satisfaction Survey

(Based on 107 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access	100% vs 80%	100%	80%	88%
✓ Overall	99% vs 80%	99%	80%	91%
✓ Participation in Treatment	99% vs 80%	99%	80%	92%
✓ Quality and Appropriateness	99% vs 80%	99%	80%	93%
✓ General Satisfaction	98% vs 80%	98%	80%	92%
✓ Respect	96% vs 80%	96%	80%	91%
✓ Outcome	91% vs 80%	91%	80%	83%
✓ Recovery	87% vs 80%	87%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Employment Services	178	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	8	5%	10%
26-34	50	28%	22%
35-44	37	21%	23%
45-54	41	23%	19%
55-64	32	18%	19%
65+	9	5%	8%

Gender	#	%	State Avg
Male	107	60%	59%
Female	71	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	141	79%	68% ▲
Hispanic-Other	20	11%	8%
Hisp-Puerto Rican	17	10%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown		12% ▼	

Race	#	%	State Avg
Black/African American	73	41%	17% ▲
White/Caucasian	72	40%	62% ▼
Other	30	17%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Unknown			6%

Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	17	22	-23%	▼
Admits	-	2	-100%	▼
Discharges	1	4	-75%	▼
Service Hours	201	313	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	10	59%	35%	47%	24% ▲

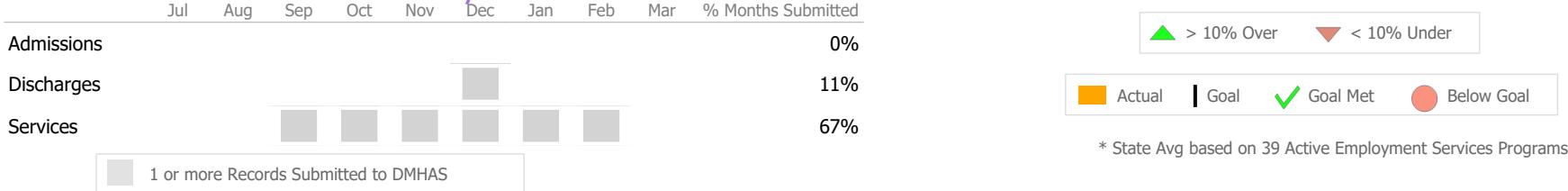
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	11	69%	90%	96%	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	105	0%
Admits	19	22	-14% ▼
Discharges	19	15	27% ▲
Service Hours	1,066	1,655	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	61	58%	35%	47%	23% 

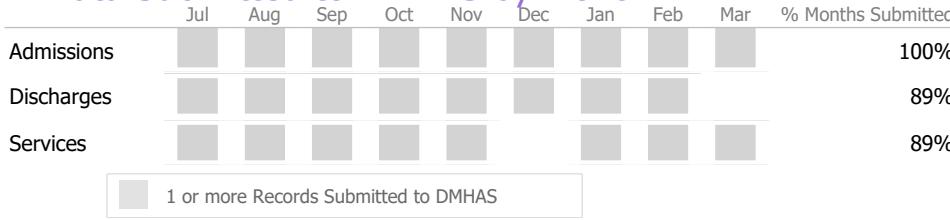
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	73	84%	90%	96%	-6%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	100%	92%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates	 	99%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

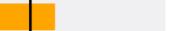
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	64	8%
Admits	9	14	-36% ▼
Discharges	15	7	114% ▲
Service Hours	752	1,014	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	47%	35%	47%	12% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		49	89%	90%	96%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 92%
On-Time Periodic		
✓ 6 Month Updates		100% 91%

Data Submitted to DMHAS by Month

