

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	179	140	28%
	Admits	76	32	138%
	Discharges	60	31	94%
	Service Hours	1,270	1,097	16%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		89%	80%	83%
✓ Recovery		84%	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		179	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	10	6%	10%
26-34	33	18%	22%
35-44	40	22%	23%
45-54	34	19%	19%
55-64	53	30%	19%
65+	9	5%	8%

Gender	#	%	State Avg
Male	96	54%	59%
Female	83	46%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	156	87%	68%
Hisp-Puerto Rican	12	7%	11%
Hispanic-Other	6	3%	8%
Unknown	4	2%	12%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban		0%	

Race	#	%	State Avg
White/Caucasian	145	81%	62%
Black/African American	21	12%	17%
Other	10	6%	13%
Asian	2	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	170	130	31%	▲
Admits	76	31	145%	▲
Discharges	59	30	97%	▲
Service Hours	1,217	1,034	18%	▲

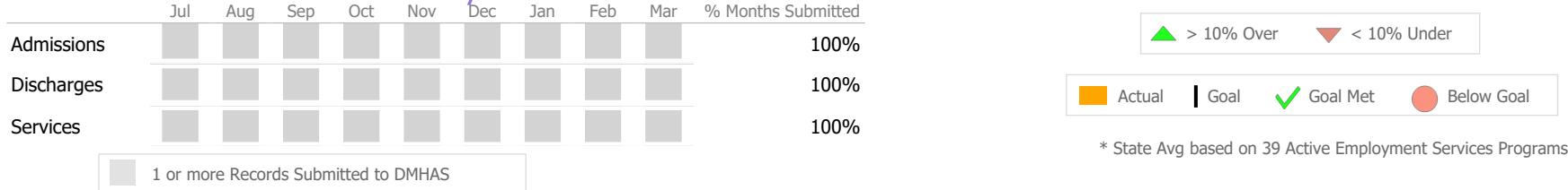
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		70	41%	35%	47%	6%
Service Utilization						
✓ Clients Receiving Services		113	100%	90%	96%	10%

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



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	53	64	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	10	83%	35%	47%	48% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	11	100%	90%	96%	10% 

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

