

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	94	112	-16%
	Admits	43	56	-23%
	Discharges	63	55	15%
	Service Hours	2,855	2,479	15%

> 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%
✓ 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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Employment Services		61	61.6%
Education Support		38	38.4%

Client Demographics

Age	#	%	State Avg
18-25	13	14%	10%
26-34	33	35%	22%
35-44	18	19%	23%
45-54	16	17%	18%
55-64	11	12%	18%
65+	3	3%	8%

Gender	#	%	State Avg
Male	55	59%	59%
Female	39	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	75	80%	68%
Hisp-Puerto Rican	11	12%	11%
Hispanic-Other	8	9%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			12%

Race	#	%	State Avg
White/Caucasian	47	50%	61%
Black/African American	30	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

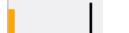
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	61	73	-16%	▼
Admits	26	36	-28%	▼
Discharges	44	36	22%	▲
Service Hours	1,215	911	33%	▲

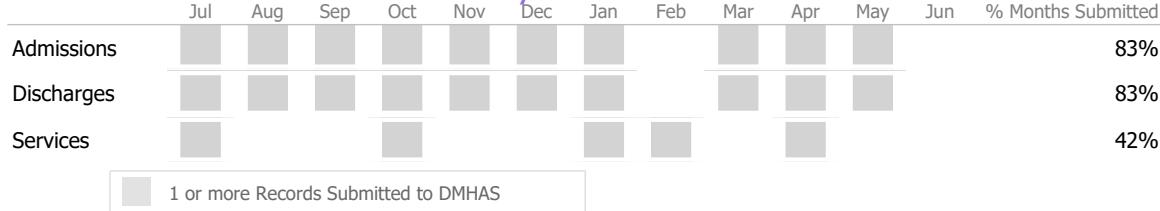
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		43	67%	35%	47%	32% 
● Clients Receiving Services		16	80%	90%	96%	-10% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
● On-Time Periodic 6 Month Updates		8%

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	38	44	-14% ▼
Admits	17	20	-15% ▼
Discharges	19	19	0%
Service Hours	1,640	1,568	5%

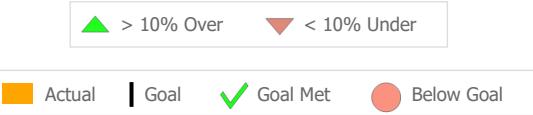
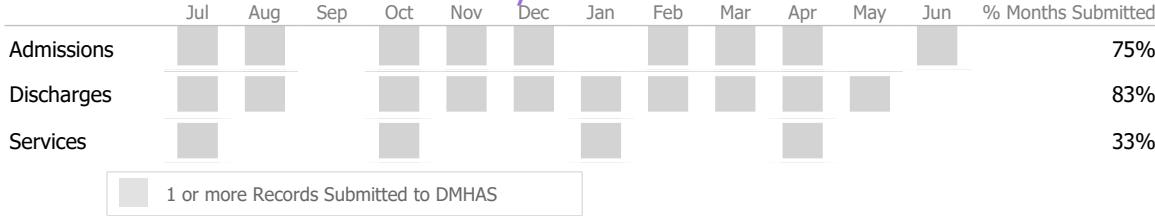
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	<div style="width: 34%;"><div style="width: 81%; background-color: orange;"></div></div>	34	81%	35%	74%	46% ▲
Service Utilization						
✓ Clients Receiving Services	<div style="width: 23%;"><div style="width: 100%; background-color: orange;"></div></div>	23	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100% 100%
On-Time Periodic		
6 Month Updates	<div style="width: 95%;"><div style="width: 99%; background-color: orange;"></div></div>	95% 99%

Data Submitted to DMHAS by Month



* State Avg based on 5 Active Education Support Programs