

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	189	184	3%
	Admits	38	46	-17%
	Discharges	35	35	0%
	Service Hours	2,690	3,895	-31%

> 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%	80%	88%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		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		189	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	11	6%	10%
26-34	53	28%	22%
35-44	37	20%	23%
45-54	43	23%	18%
55-64	35	19%	18%
65+	9	5%	8%

Gender	#	%	State Avg
Male	110	58%	59%
Female	79	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	151	80%	68%
Hispanic-Other	20	11%	9%
Hisp-Puerto Rican	18	10%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown			12%

Race	#	%	State Avg
Black/African American	77	41%	17%
White/Caucasian	77	41%	61%
Other	30	16%	13%
Asian	4	2%	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

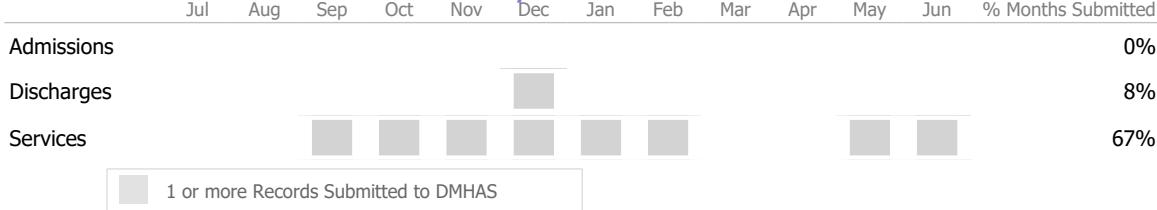
Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	17	22	-23%	▼
Admits	-	2	-100%	▼
Discharges	1	5	-80%	▼
Service Hours	230	402	-43%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	10	59%	35%	47%	24% 
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	 	11	69%	90%	96%	-21% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100%
On-Time Periodic		
6 Month Updates	 	56%
		88%

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	115	110	5%
Admits	28	26	8%
Discharges	19	23	-17% ▼
Service Hours	1,531	2,148	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		61	53%	35%	47%	18% 
● Clients Receiving Services		84	87%	90%	96%	-3%

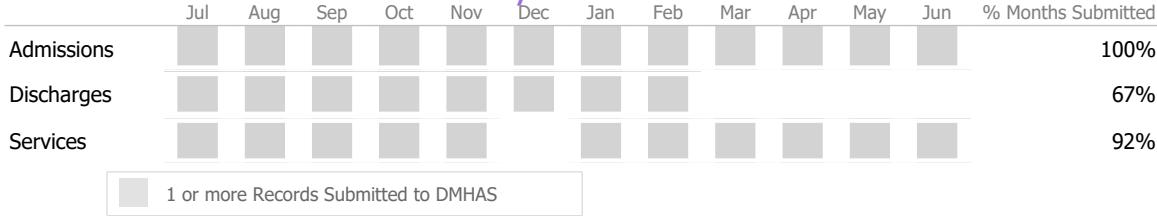
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
● 6 Month Updates		83%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		84	87%	90%	96%	-3%

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	70	68	3%
Admits	10	18	-44% ▼
Discharges	15	7	114% ▲
Service Hours	929	1,346	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	46%	35%	47%	11% ▲

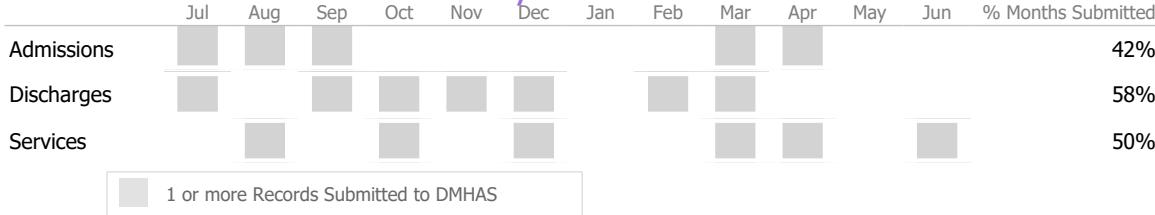
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	91%	90%	96%	1% ▲

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	92%
On-Time Periodic	Actual	State Avg	
6 Month Updates		71%	88%

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