

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	197	144	37%	▲
	Admits	97	38	155%	▲
	Discharges	87	41	112%	▲
	Service Hours	1,913	1,440	33%	▲

▲ > 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%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		197	100.0%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	13	7%	10%	Male	108	55%	59%
26-34	34	17%	22%	Female	89	45%	41%
35-44	43	22%	23%	Transgender			0%
45-54	40	20%	18%				
55-64	57	29%	18%				
65+	10	5%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	173	88%	▲ 68%	White/Caucasian	158	80%	▲ 61%
Hisp-Puerto Rican	13	7%	11%	Black/African American	23	12%	17%
Hispanic-Other	6	3%	9%	Other	12	6%	13%
Unknown	4	2%	12%	Asian	3	2%	1%
Hispanic-Mexican	1	1%	1%	Unknown	1	1%	6%
Hispanic-Cuban		0%		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	188	135	39%	▲
Admits	97	36	169%	▲
Discharges	85	40	113%	▲
Service Hours	1,846	1,356	36%	▲

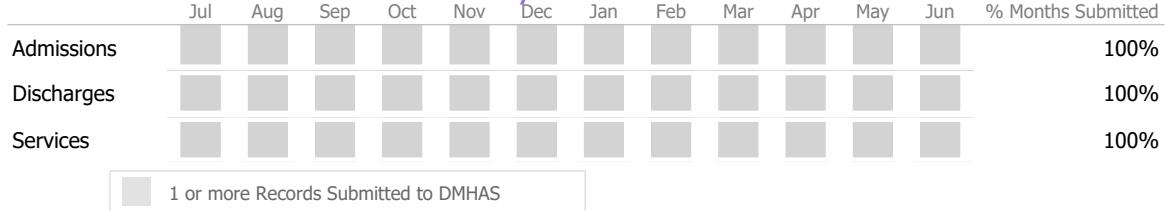
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		83	43%	35%	47%	8%
Service Utilization						
✓ Clients Receiving Services		107	99%	90%	96%	9%

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



▲ > 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	12	13	-8%
Admits	-	2	-100% ▼
Discharges	2	1	100% ▲
Service Hours	67	85	-21% ▼

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	 	10	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%	88%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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