

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	213	201	6%
↓	Admits	23	35	-34% ▼
↓	Discharges	19	28	-32% ▼
↓	Service Hours	1,166	1,389	-16% ▼

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

Consumer Satisfaction Survey

(Based on 75 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	100% 100%	100%	80%	92%
✓ Overall	99% 100%	99%	80%	91%
✓ Quality and Appropriateness	99% 100%	99%	80%	93%
✓ Access	97% 100%	97%	80%	88%
✓ Respect	96% 100%	96%	80%	91%
✓ Outcome	92% 100%	92%	80%	83%
✓ Participation in Treatment	86% 100%	86%	80%	92%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Medium grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		152	71.4%
Case Management		61	28.6%

Age

Age	#	%	State Avg
18-25	7	3%	8%
26-34	42	20%	18%
35-44	47	22%	24%
45-54	45	21%	18%
55-64	55	26%	20%
65+	16	8%	12%

Gender

Gender	#	%	State Avg
Male	145	68%	58%
Female	65	31%	42%
Transgender/Other	3	1%	0%

Race

Race	#	%	State Avg
Black/African American	97	46%	17%
White/Caucasian	83	39%	59%
Other	21	10%	12%
Multiple Races	6	3%	1%
Asian	2	1%	1%
Unknown	2	1%	9%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	185	87%	64% ▲
Hisp-Puerto Rican	18	8%	10%
Hispanic-Other	8	4%	11%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban		0%	
Unknown		14%	▼

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	54	68	-21%	▼
Admits	2	16	-88%	▼
Discharges	7	16	-56%	▼
Service Hours	250	588	-57%	▼

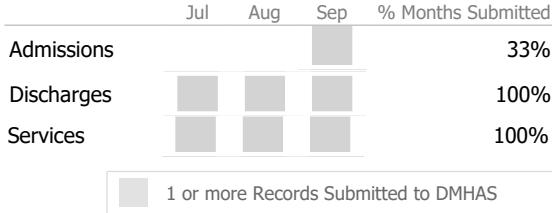
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	46%	35%	43%	11%
Service Utilization						
✓ Clients Receiving Services		46	98%	90%	90%	8%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		98%	91%
✓ On-Time Periodic 6 Month Updates		88%	87%

Data Submitted to DMHAS for Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	69	17%	▲
Admits	11	6	83%	▲
Discharges	9	4	125%	▲
Service Hours	766	665	15%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		28	34%	35%	43%	-1%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		71	96%	90%	90%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	100%	87%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	1	5	-80% ▼
Discharges	3	-	
Service Hours	151	136	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	33%	35%	43%	-2%

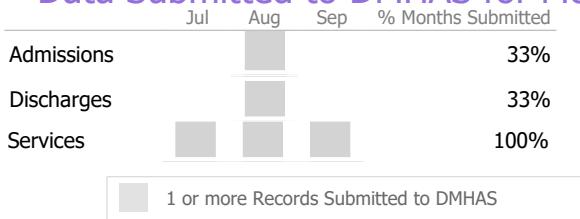
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		15	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic 6 Month Updates	100%	87%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	45	36%	▲
Admits	9	8	13%	▲
Discharges	-	8	-100%	▼
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		9	100%	50%	80%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs