

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	122	128	-5%
	Admits	28	18	56% ▲
	Discharges	35	1	3400%
	Service Hours	172	166	4%
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago		

Consumer Satisfaction Survey

(Based on 29 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	88%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	96%	80%	91%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	96%	80%	83%

█ Satisfied % | █ Goal % | █ 0-80% | █ 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Employment Services	64	52.5%
Mental Health			
	Employment Services	58	47.5%

Client Demographics

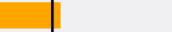
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	5%	8%	Male	72	59%	58%
26-34	22	18%	18%	Female	50	41%	42%
35-44	33	27%	24%	Transgender/Other			0%
45-54	31	25%	18%				
55-64	26	21%	20%				
65+	4	3%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hisp-Puerto Rican	66	54%	10%	Other	56	46%	12% ▲
Non-Hispanic	40	33%	64%	Black/African American	38	31%	17% ▲
Hispanic-Other	13	11%	11%	White/Caucasian	25	20%	59% ▼
Hispanic-Mexican	3	2%	1%	Unknown	2	2%	9%
Hispanic-Cuban		0%		Multiple Races	1	1%	1%
Unknown		14%		Am. Indian/Native Alaskan			1%
				Asian			1%
				Hawaiian/Other Pacific Islander			0%

█ Unique Clients | █ State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	64	97	-34%	▼
Admits	15	18	-17%	▼
Discharges	34	1	3300%	▲
Service Hours	80	166	-52%	▼

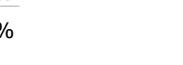
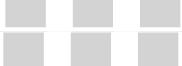
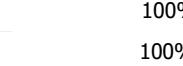
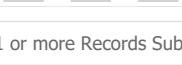
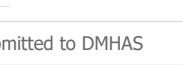
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	39%	35%	26%	4%
Service Utilization						
● Clients Receiving Services		25	83%	90%	79%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 100%	91%
● On-Time Periodic 6 Month Updates	 18%	77%

Data Submitted to DMHAS for Month

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

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Employment Services Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	31	87% ▲
Admits	13	-	
Discharges	1	-	
Service Hours	92	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	7	12%	35%	43%	-23% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	█	26	46%	90%	90%	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	█	100% ✓
On-Time Periodic 6 Month Updates	█	11% █ 87%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges	█	█	█	33%
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	35%	26%	-35%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	79%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%
On-Time Periodic 6 Month Updates	N/A	77%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

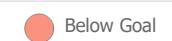
Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

 > 10% Over

 < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Employment Services Programs