

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	271	249	9%
	Admits	83	85	-2%
	Discharges	57	73	-22%
	Service Hours	3,470	4,429	-22%
> 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%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		97%	80%	88%
✓ Respect		96%	80%	91%
✓ Outcome		92%	80%	83%
✓ Participation in Treatment		86%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		192	70.8%
Case Management		79	29.2%

Age	#	%	State Avg
18-25	10	4%	8%
26-34	56	21%	19%
35-44	64	24%	25%
45-54	56	21%	18%
55-64	64	24%	18%
65+	20	7%	11%

Gender	#	%	State Avg
Male		190	70%
Female		78	29%
Transgender/Other		3	1% 0%

Ethnicity	#	%	State Avg
Non-Hispanic		233	86%
Hisp-Puerto Rican		24	9% 10%
Hispanic-Other		11	4% 11%
Hispanic-Mexican		2	1% 1%
Unknown		1	0%
Hispanic-Cuban		0%	

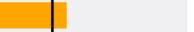
Race	#	%	State Avg
Black/African American		124	46%
White/Caucasian		105	39%
Other		28	10% 12%
Multiple Races		7	3% 1%
Am. Indian/Native Alaskan		2	1% 1%
Asian		2	1% 1%
Unknown		2	1% 9%
Hawaiian/Other Pacific Islander		1	0% 0%

Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	73	91	-20%	▼
Admits	21	40	-48%	▼
Discharges	18	33	-45%	▼
Service Hours	873	1,874	-53%	▼

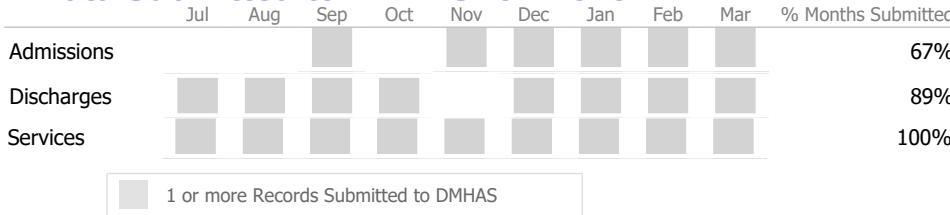
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	42%	35%	43%	7%
Service Utilization						
✓ Clients Receiving Services		53	96%	90%	98%	6%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		97%	92%
On-Time Periodic 6 Month Updates		81%	92%

Data Submitted to DMHAS for Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	81	21% 
Admits	30	19	58% 
Discharges	24	14	71% 
Service Hours	2,192	2,042	7% 

Recovery

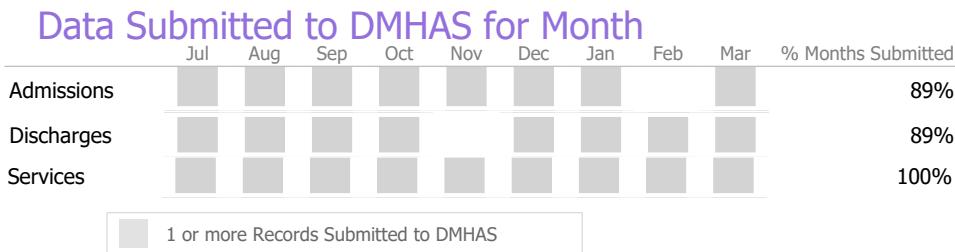
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div style="width: 38%; background-color: orange;"></div>	38	38%	35%	43%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 76%; background-color: orange; height: 10px; border: 1px solid black;"></div>	76	99%	90%	98%	9%

Data Submission Quality

Category	Actual	State Avg
Valid NOMS Data	<div><div style="width: 99%; background-color: orange;"></div></div> 99%	92%
On-Time Periodic		
6 Month Updates	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	92%



* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	5	8	-38% ▼
Discharges	5	6	-17% ▼
Service Hours	406	513	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	9	41%	35%	43%	6%

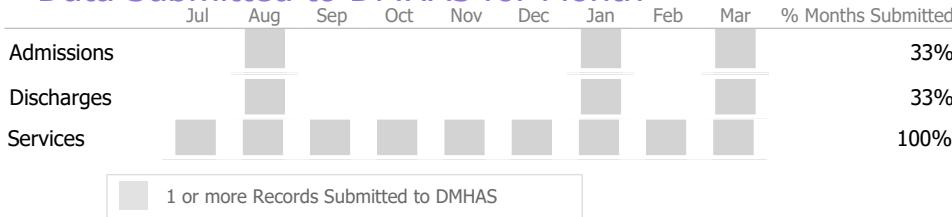
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	17	100%	90%	98%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 36 Active Employment Services Programs

 1 or more Records Submitted to DMHAS

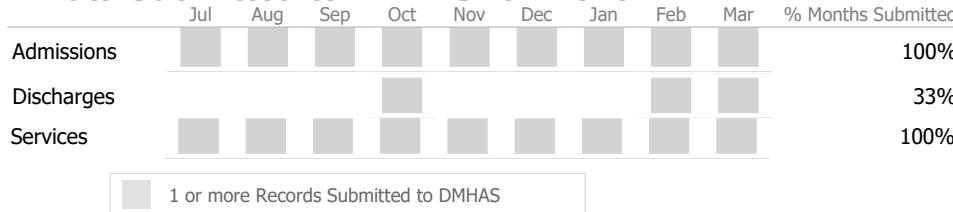
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	55	44% ▲
Admits	27	18	50% ▲
Discharges	10	20	-50% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 26%; background-color: orange;"></div>	26	96%	50%	93%	46% ▲

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs