

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	197	198	-1%
↘	Admits	52	58	-10%
↗	Discharges	41	45	-9%
↘	Service Hours	762	801	-5%

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

Consumer Satisfaction Survey

(Based on 84 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ Access	99% 99%	99%	80%	88%
✓ General Satisfaction	98% 98%	98%	80%	92%
✓ Overall	98% 98%	98%	80%	91%
✓ Participation in Treatment	90% 90%	90%	80%	92%
✓ Respect	90% 90%	90%	80%	91%
✓ Outcome	88% 88%	88%	80%	83%

Orange Box: Satisfied % | Grey Box: Goal % | Light Grey Box: 0-80% | Medium Grey Box: 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	Unique Clients	197	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	39	20%	9%	▲	Male	120	61%	58%
26-34	55	28%	18%		Female	74	38%	41%
35-44	39	20%	25%		Transgender/Other	3	2%	0%
45-54	36	18%	18%		Race	#	%	State Avg
55-64	21	11%	19%		White/Caucasian	83	42%	59%
65+	6	3%	11%		Black/African American	57	29%	17%
Ethnicity								
Non-Hispanic	120	61%	64%		Unknown	28	14%	8%
Unknown	40	20%	13%		Other	23	12%	12%
Hisp-Puerto Rican	24	12%	10%		Asian	2	1%	1%
Hispanic-Other	11	6%	12%		Multiple Races	2	1%	1%
Hispanic-Cuban	1	1%	0%		Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Mexican	1	1%	1%		Hawaiian/Other Pacific Islander	1	1%	0%

Orange Box: Unique Clients | Grey Box: State Avg | Light Grey Box: > 10% Over State Avg | Medium Grey Box: > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	100	4%
Admits	22	28	-21% ▼
Discharges	18	22	-18% ▼
Service Hours	284	446	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	40	38%	35%	42%	3%

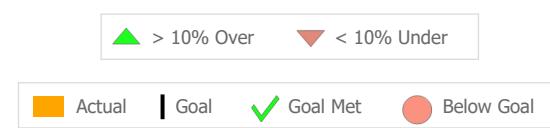
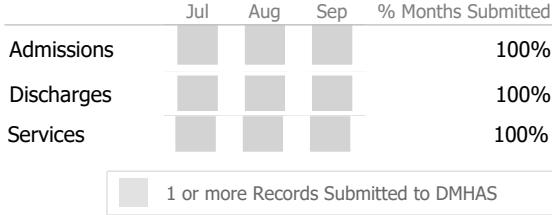
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	78	95%	90%	98%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	93%

Data Submitted to DMHAS for Month

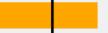


* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	98	-5%
Admits	30	30	0%
Discharges	23	23	0%
Service Hours	478	355	35% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	 	54	57%	35%	42%	22% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 	65	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 	100% 91%

On-Time Periodic	Actual	State Avg
6 Month Updates	 	100% 96%

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 36 Active Employment Services Programs