

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	90	81	11%	▲
	Admits	22	7	214%	▲
	Discharges	21	10	110%	▲
	Service Hours	495	561	-12%	▼

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

### Consumer Satisfaction Survey

(Based on 45 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
● Outcome		77%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	90	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	8	9%	8%
26-34	22	24%	18%
35-44	25	28%	25%
45-54	16	18%	19%
55-64	12	13%	19%
65+	7	8%	12%

Gender	#	%	State Avg
Female	47	52%	▲ 40%
Male	43	48%	▼ 59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	64	71%	64%
Hispanic-Other	20	22%	12%
Hisp-Puerto Rican	5	6%	10%
Unknown	1	1%	▼ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	35	39%	▲ 18%
White/Caucasian	28	31%	▼ 59%
Other	22	24%	▲ 12%
Hawaiian/Other Pacific Islander	2	2%	0%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Unknown	1	1%	8%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	15	20% ▲
Admits	3	-	
Discharges	2	1	100% ▲
Service Hours	199	179	11% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		9	50%	35%	43%	15% ▲

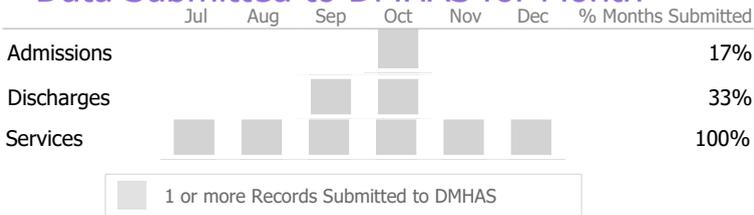
### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		11	69%	90%	93%	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
Periodic Submitted	Actual	State Avg
6 Month Updates		92%

### Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	77	9%
Admits	19	7	171% ▲
Discharges	19	9	111% ▲
Service Hours	297	383	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	38%	35%	43%	3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	95%	90%	93%	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
Periodic Submitted	Actual	State Avg
6 Month Updates		92%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active Employment Services Programs