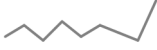


Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	301	274	10%
	Admits	87	84	4%
	Discharges	55	56	-2%
	Service Hours	4,247	3,470	22% ▲

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

Consumer Satisfaction Survey (Based on 75 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		97%	80%	83%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		93%	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	219	72.8%
	Case Management	82	27.2%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	15	5%	8%	Male	203	67%	60%
26-34	59	20%	18%	Female	94	31%	40%
35-44	77	26%	26%	Transgender/Other	4	1%	0%
45-54	60	20%	19%				
55-64	67	22%	18%				
65+	21	7%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	253	84%	▲ 63%	White/Caucasian	126	42%	▼ 58%
Hisp-Puerto Rican	24	8%	10%	Black/African American	123	41%	▲ 18%
Hispanic-Other	18	6%	12%	Other	35	12%	12%
Unknown	4	1%	▼ 13%	Multiple Races	7	2%	1%
Hispanic-Mexican	2	1%	1%	Am. Indian/Native Alaskan	3	1%	1%
Hispanic-Cuban			0%	Asian	3	1%	1%
				Hawaiian/Other Pacific Islander	2	1%	0%
				Unknown	2	1%	9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	76	29% ▲
Admits	32	22	45% ▲
Discharges	22	16	38% ▲
Service Hours	1,427	873	63% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
Periodic Submitted		
6 Month Updates	98%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■		■	78%
Discharges	■	■		■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		33	34%	35%	40%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	97%	90%	98%	7%

▲ > 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	97	98	-1%
Admits	26	30	-13% ▼
Discharges	17	24	-29% ▼
Service Hours	2,381	2,192	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Periodic Submitted		
6 Month Updates	100%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		32	33%	35%	40%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	100%	90%	98%	10%

▲ > 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	24	22	9%
Admits	10	5	100% ▲
Discharges	6	6	0%
Service Hours	437	406	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	89%
Discharges			■	■					■	33%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	33%	35%	40%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	98%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Employment Services Programs

