

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	280	257	9%
	Admits	104	96	8%
	Discharges	103	83	24% ▲
	Service Hours	3,503	2,628	33% ▲

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

Consumer Satisfaction Survey (Based on 72 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		94%	80%	83%
✓ Access		93%	80%	88%
✓ Quality and Appropriateness		87%	80%	93%

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	280	100.0%

Client Demographics

Age	#	%	State Avg
18-25	23	8%	8%
26-34	73	26%	18%
35-44	70	25%	26%
45-54	55	20%	19%
55-64	49	18%	18%
65+	10	4%	11%

Gender	#	%	State Avg
Male	172	61%	60%
Female	105	38%	40%
Transgender/Other	3	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	226	81% ▲	63%
Hisp-Puerto Rican	26	9%	10%
Hispanic-Other	18	6%	12%
Unknown	6	2% ▼	13%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	186	66%	58%
Black/African American	41	15%	18%
Other	41	15%	12%
Asian	5	2%	1%
Unknown	4	1%	9%
Am. Indian/Native Alaskan	3	1%	1%
Multiple Races			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	132	98	35% ▲
Admits	58	44	32% ▲
Discharges	58	29	100% ▲
Service Hours	1,647	832	98% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		51	39%	35%	40%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	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	138	148	-7%
Admits	42	49	-14% ▼
Discharges	41	51	-20% ▼
Service Hours	1,737	1,704	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted		
6 Month Updates	96%	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		61	44%	35%	40%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		106	99%	90%	98%	9%

▲ > 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	21	17	24% ▲
Admits	4	3	33% ▲
Discharges	4	3	33% ▲
Service Hours	119	91	30% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		18	86%	35%	40%	51% ▲

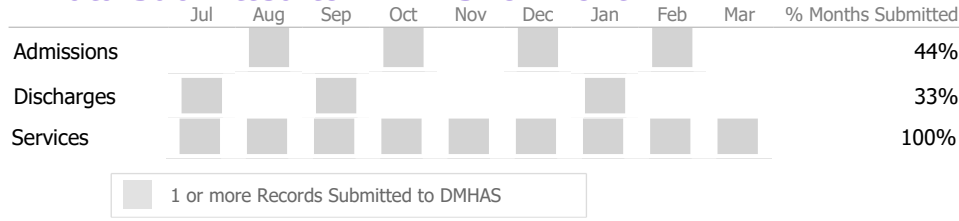
Service Utilization

	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%	90%
Periodic Submitted		
6 Month Updates	93%	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