

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	317	284	12%	▲
	Admits	175	147	19%	▲
	Discharges	149	131	14%	▲
	Service Hours	2,062	2,163	-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%	80%	93%
✓ Access		99%	80%	88%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		90%	80%	91%
✓ Outcome		88%	80%	83%

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	305	95.9%
Addiction			
	Employment Services	13	4.1%

Client Demographics

Age	#	%	State Avg
18-25	45	14%	8%
26-34	87	28%	18%
35-44	77	24%	26%
45-54	55	17%	19%
55-64	44	14%	18%
65+	8	3%	11%
Gender	#	%	State Avg
Male	197	62%	60%
Female	117	37%	40%
Transgender/Other	4	1%	0%
Ethnicity	#	%	State Avg
Non-Hispanic	211	66%	63%
Unknown	51	16%	13%
Hisp-Puerto Rican	38	12%	10%
Hispanic-Other	16	5%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Race	#	%	State Avg
White/Caucasian	139	44%	58%
Black/African American	86	27%	18%
Other	44	14%	12%
Unknown	39	12%	9%
Asian	4	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	145	10% ▲
Admits	77	75	3%
Discharges	77	56	38% ▲
Service Hours	867	1,109	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	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		69	43%	35%	40%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	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	144	139	4%
Admits	85	72	18% ▲
Discharges	72	75	-4%
Service Hours	1,168	1,053	11% ▲

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		83	55%	35%	40%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	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	13		
Admits	13	-	
Discharges	-	-	
Service Hours	27	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Periodic Submitted		
6 Month Updates	N/A	45%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										0%
Services										44%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	23%	35%	30%	-12%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	90%	10%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 15 Active Employment Services Programs