

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	312	289	8%
	Admits	141	135	4%
	Discharges	138	115	20% ▲
	Service Hours	5,011	4,498	11% ▲

▲ > 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	312	100.0%

Client Demographics

Age	#	%	State Avg
18-25	28	9%	9%
26-34	81	26%	18%
35-44	78	25%	26%
45-54	57	18%	19%
55-64	57	18%	18%
65+	11	4%	11%

Gender	#	%	State Avg
Male	190	61%	60%
Female	118	38%	39%
Transgender/Other	4	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	253	81% ▲	63%
Hisp-Puerto Rican	27	9%	10%
Hispanic-Other	21	7%	12%
Unknown	6	2% ▼	14%
Hispanic-Mexican	4	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	208	67%	58%
Black/African American	46	15%	18%
Other	46	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	151	117	29% ▲
Admits	79	65	22% ▲
Discharges	79	46	72% ▲
Service Hours	2,381	1,562	52% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		65	42%	35%	40%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted		
6 Month Updates	100%	88%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	163	-7%
Admits	55	64	-14% ▼
Discharges	54	66	-18% ▼
Service Hours	2,451	2,806	-13% ▼

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		71	47%	35%	40%	12% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		101	99%	90%	98%	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	99%	88%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	20	20% ▲
Admits	7	6	17% ▲
Discharges	5	3	67% ▲
Service Hours	180	130	38% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	83%	35%	40%	48% ▲

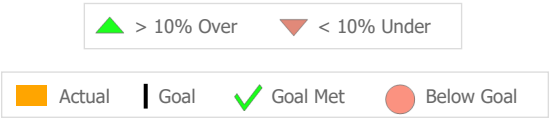
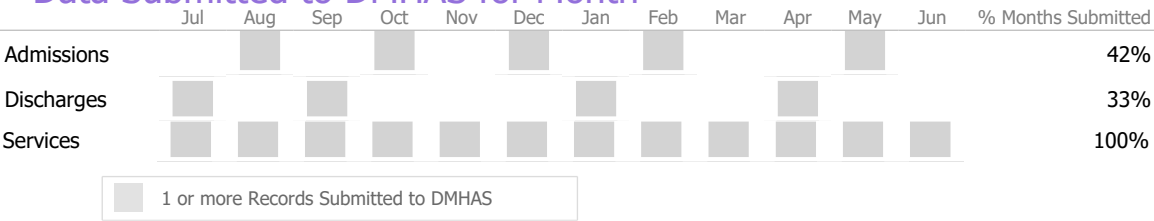
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	88%

Data Submitted to DMHAS for Month



* State Avg based on 35 Active Employment Services Programs