

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	410	334	23% ▲
	Admits	277	202	37% ▲
	Discharges	213	193	10%
	Service Hours	2,805	2,859	-2%

▲ > 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	353	85.3%
Addiction			
	Employment Services	61	14.7%

Client Demographics

Age	#	%	State Avg
18-25	54	13%	9%
26-34	103	25%	18%
35-44	106	26%	26%
45-54	78	19%	19%
55-64	57	14%	18%
65+	11	3%	11%
Gender	#	%	State Avg
Male	256	62%	60%
Female	151	37%	39%
Transgender/Other	4	1%	0%
Ethnicity	#	%	State Avg
Non-Hispanic	289	70%	63%
Unknown	53	13%	14%
Hisp-Puerto Rican	41	10%	10%
Hispanic-Other	26	6%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Race	#	%	State Avg
White/Caucasian	191	46%	58% ▼
Black/African American	104	25%	18%
Other	64	16%	12%
Unknown	41	10%	9%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Multiple Races	2	0%	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	183	168	9%
Admits	102	100	2%
Discharges	104	88	18% ▲
Service Hours	1,152	1,423	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	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

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		75	40%	35%	40%	5%

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	169	166	2%
Admits	114	102	12% ▲
Discharges	105	105	0%
Service Hours	1,483	1,436	3%

Data Submission Quality

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

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		89	50%	35%	40%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	99%	90%	98%	9%

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	61		
Admits	61	-	
Discharges	4	-	
Service Hours	170	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Periodic Submitted		
6 Month Updates	N/A	46%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		14	23%	35%	36%	-12%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	100%	90%	93%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													50%
Discharges													8%
Services													58%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 15 Active Employment Services Programs