

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	94	112	-16%	▼
	Admits	43	56	-23%	▼
	Discharges	63	55	15%	▲
	Service Hours	2,855	2,479	15%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	61	61.6%
	Education Support	38	38.4%

Consumer Satisfaction Survey

(Based on 54 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		98%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		89%	80%	91%
✓ Recovery		85%	80%	79%
● Outcome		75%	80%	83%

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	13	14%	10%
26-34	33	35%	▲ 22%
35-44	18	19%	23%
45-54	16	17%	18%
55-64	11	12%	18%
65+	3	3%	8%

Gender	#	%	State Avg
Male	55	59%	59%
Female	39	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	75	80%	▲ 68%
Hisp-Puerto Rican	11	12%	11%
Hispanic-Other	8	9%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	47	50%	▼ 61%
Black/African American	30	32%	▲ 17%
Other	14	15%	13%
Asian	3	3%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

■ Unique Clients | ■ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	73	-16% ▼
Admits	26	36	-28% ▼
Discharges	44	36	22% ▲
Service Hours	1,215	911	33% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		43	67%	35%	47%	32% ▲

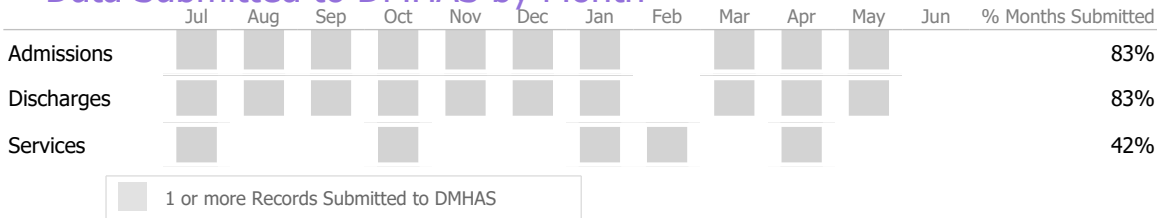
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		16	80%	90%	96%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%
● On-Time Periodic	8%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 39 Active Employment Services Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	44	-14% ▼
Admits	17	20	-15% ▼
Discharges	19	19	0%
Service Hours	1,640	1,568	5%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		34	81%	35%	74%	46% ▲

Service Utilization

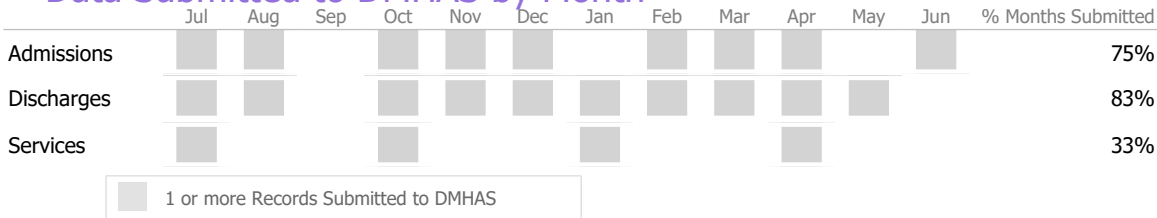
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		23	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		99%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs