

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	163	68	140%	▲
	Admits	35	30	17%	▲
	Discharges				
	Service Hours		1	-100%	▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Other</b>	Other	163	100.0%

### Consumer Satisfaction Survey

(Based on 100 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		96%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Overall		92%	80%	91%
● Recovery		72%	80%	79%
● Outcome		62%	80%	83%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	3	2%	8%
26-34	8	5%	21%
35-44	23	14%	22%
45-54	46	28%	20%
55-64	71	44%	20%
65+	12	7%	9%

Gender	#	%	State Avg
Female	116	71%	42%
Male	47	29%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	116	71%	12%
Non-Hispanic	28	17%	69%
Hispanic-Other	17	10%	8%
Hispanic-Cuban	1	1%	0%
Unknown	1	1%	11%
Hispanic-Mexican			1%

Race	#	%	State Avg
Other	70	43%	13%
White/Caucasian	68	42%	63%
Black/African American	20	12%	16%
Am. Indian/Native Alaskan	2	1%	1%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Unknown	1	1%	5%
Hawaiian/Other Pacific Islander			0%

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

