

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	172	138	25% ▲
	Admits	20	34	-41% ▼
	Discharges	14	16	-13% ▼
	Service Hours	9	19	-51% ▼

### Consumer Satisfaction Survey

(Based on 16 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Quality and Appropriateness		79%	80%	93%
Participation in Treatment		75%	80%	92%
General Satisfaction		75%	80%	92%
Overall		75%	80%	91%
Access		73%	80%	88%

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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Employment Services	172	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	11	7%	8%
26-34	26	16%	21%
35-44	50	31%	22%
45-54	44	27%	20%
55-64	26	16%	20%
65+	6	4%	9%

  

Gender	#	%	State Avg
Male	138	81%	58% ▲
Female	33	19%	42% ▼
Transgender			0%

  

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	95	55%	12% ▲
Hispanic-Other	57	33%	8% ▲
Non-Hispanic	6	3%	69% ▼
Unknown	6	3%	11%
Hispanic-Cuban	5	3%	0%
Hispanic-Mexican	3	2%	1%

  

Race	#	%	State Avg
Other	147	85%	13% ▲
Unknown	14	8%	5%
Multiple Races	9	5%	1%
Black/African American	1	1%	16% ▼
White/Caucasian	1	1%	63% ▼
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

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### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		0	0%	35%	29%	-35% ▼

### Service Utilization

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		17	11%	90%	37%	-79% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94% / 83%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		0% / 35%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 11 Active Employment Services Programs