

### 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%	▼

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

### Consumer Satisfaction Survey

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

■ 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%

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%

### Client Demographics

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

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

## Recovery

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

## Service Utilization

Clients Receiving Services	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		
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