

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	210	190	11% ▲
	Admits	64	90	-29% ▼
	Discharges	111	50	122% ▲
	Service Hours	28	46	-39% ▼

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	#	%
Addiction	Employment Services	210	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	13	6%	10%	Male	169	81%	▲ 58%
26-34	35	17%	22%	Female	40	19%	▼ 42%
35-44	58	29%	23%	Transgender			0%
45-54	55	27%	19%				
55-64	34	17%	19%				
65+	6	3%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hisp-Puerto Rican	112	53%	▲ 12%	Other	179	85%	▲ 13%
Hispanic-Other	71	34%	▲ 8%	Unknown	19	9%	6%
Unknown	11	5%	11%	Multiple Races	11	5%	1%
Non-Hispanic	8	4%	▼ 69%	White/Caucasian	1	0%	▼ 62%
Hispanic-Cuban	5	2%	0%	Am. Indian/Native Alaskan			0%
Hispanic-Mexican	3	1%	0%	Asian			1%
				Black/African American			▼ 17%
				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		2	1%	35%	29%	-34% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		45	44%	90%	79%	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% 81%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		5% 51%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■		■		■	■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs