

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	237	207	14%	▲
	Admits	91	107	-15%	▼
	Discharges	139	60	132%	▲
	Service Hours	41	54	-24%	▼

### 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	237	100.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	15	7%	10%	Male	187	79%	▲ 59%
26-34	39	17%	22%	Female	49	21%	▼ 41%
35-44	68	30%	23%	Transgender			0%
45-54	60	27%	19%				
55-64	37	16%	18%				
65+	7	3%	7%				
Ethnicity				Race			
Hisp-Puerto Rican	122	51%	▲ 11%	Other	196	83%	▲ 13%
Hispanic-Other	79	33%	▲ 8%	Unknown	29	12%	6%
Unknown	15	6%	12%	Multiple Races	11	5%	1%
Non-Hispanic	13	5%	▼ 68%	White/Caucasian	1	0%	▼ 61%
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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	237	207	14% ▲
Admits	91	107	-15% ▼
Discharges	139	60	132% ▲
Service Hours	41	54	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	1%	35%	31%	-34% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		61	62%	90%	88%	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% / 81%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% / 54%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■		■		■	■	■	■	■	■	■	83%

■ 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

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