

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	201	198	2%
	Admits	140	167	-16% ▼
	Discharges	165	142	16% ▲
	Service Hours	68	78	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Employment Services	201	100.0%

Consumer Satisfaction Survey

(Based on 63 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Access		97%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		84%	80%	91%
● Outcome		62%	80%	83%
● Recovery		62%	80%	79%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	18	9%	9%
26-34	38	19%	20%
35-44	53	27%	25%
45-54	42	21%	18%
55-64	40	20%	19%
65+	7	4%	10%

Gender	#	%	State Avg
Male	162	81%	▲ 59%
Female	38	19%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	165	82%	▲ 10%
Hispanic-Other	17	8%	10%
Hispanic-Mexican	14	7%	1%
Hispanic-Cuban	2	1%	0%
Non-Hispanic	2	1%	▼ 64%
Unknown	1	0%	▼ 14%

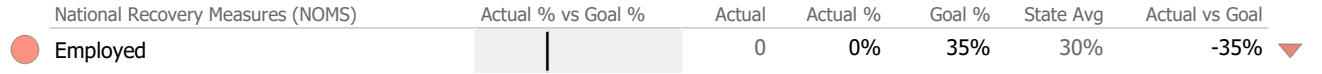
Race	#	%	State Avg
Other	197	98%	▲ 12%
Unknown	3	1%	9%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 17%
Hawaiian/Other Pacific Islander			0%
White/Caucasian			▼ 59%

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

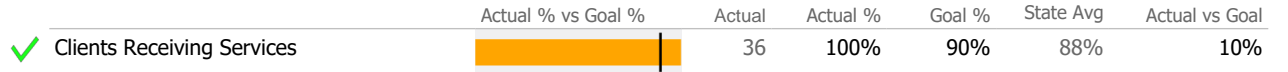
Program Activity

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Recovery



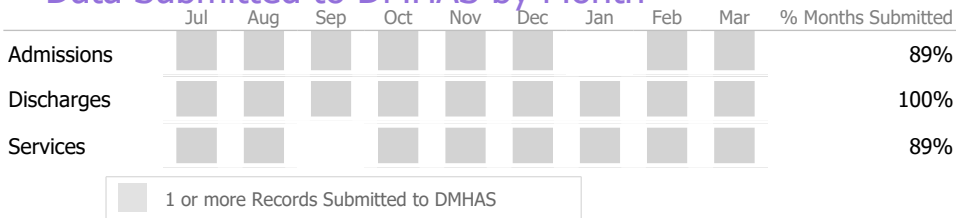
Service Utilization



Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%
On-Time Periodic	Actual	State Avg
6 Month Updates		59%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Employment Services Programs