

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	236	250	-6%
	Admits	177	221	-20% ▼
	Discharges	198	196	1%
	Service Hours	86	104	-17% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Employment Services	236	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	20	9%	9%
26-34	49	21%	20%
35-44	63	27%	25%
45-54	45	19%	18%
55-64	47	20%	18%
65+	9	4%	9%

Gender	#	%	State Avg
Male	188	80%	▲ 60%
Female	47	20%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	195	83%	▲ 10%
Hispanic-Other	19	8%	11%
Hispanic-Mexican	14	6%	1%
Non-Hispanic	4	2%	▼ 64%
Hispanic-Cuban	3	1%	0%
Unknown	1	0%	▼ 15%

Race	#	%	State Avg
Other	230	97%	▲ 12%
Unknown	4	2%	9%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 17%
Hawaiian/Other Pacific Islander			0%
White/Caucasian			▼ 58%

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

### Program Activity

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Service Hours	86	104	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	35%	30%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	98%	90%	97%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	77%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													92%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 9 Active Employment Services Programs

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