

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	204	203	0%
	Admits	162	144	13%
	Discharges	137	165	-17%
	Service Hours	80	69	15%

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

Consumer Satisfaction Survey

(Based on 45 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	98%	98%	80%	93%
✓ Participation in Treatment	91%	91%	80%	92%
✓ General Satisfaction	89%	89%	80%	92%
✓ Access	89%	89%	80%	88%
✓ Overall	87%	87%	80%	91%
✓ Respect	87%	87%	80%	91%
✓ Outcome	84%	84%	80%	83%

Satisfied % Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Employment Services	204	100.0%

Age	#	%	State Avg
18-25	25	13%	8%
26-34	54	28%	19%
35-44	49	25%	25%
45-54	31	16%	18%
55-64	25	13%	18%
65+	11	6%	11%

Gender

Gender	#	%	State Avg
Male	152	75%	59%
Female	52	25%	40%
Transgender/Other			0%

Ethnicity

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	169	83%	10%
Hispanic-Other	24	12%	11%
Non-Hispanic	5	2%	64%
Hispanic-Mexican	4	2%	1%
Hispanic-Cuban	2	1%	0%
Unknown			14%

Client Demographics

Race

Race	#	%	State Avg
Other	197	97%	12%
Unknown	4	2%	9%
Multiple Races	3	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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	203	0%
Admits	162	144	13% ▲
Discharges	137	165	-17% ▼
Service Hours	80	69	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	 	0	0%	35%	26%	-35% ▼
Service Utilization						
Clients Receiving Services	 	74	97%	90%	88%	7% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 	100% Goal Met
On-Time Periodic 6 Month Updates	 	33% Below Goal

Data Submitted to DMHAS for Month

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

■ 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