

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	217	206	5%
	Admits	162	163	-1%
	Discharges	159	138	15% ▲
	Service Hours	79	80	-1%

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

Consumer Satisfaction Survey (Based on 4 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
● Access		75%	80%	88%
● Outcome		75%	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	217	100.0%

Client Demographics

Age	#	%	State Avg
18-25	27	13%	8%
26-34	34	16%	18%
35-44	72	34%	26%
45-54	34	16%	19%
55-64	27	13%	18%
65+	17	8%	11%

Gender	#	%	State Avg
Male	145	67%	60%
Female	71	33%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	162	75%	▲ 10%
Hispanic-Other	37	17%	12%
Hispanic-Mexican	13	6%	1%
Hispanic-Cuban	2	1%	0%
Unknown	2	1%	▼ 13%
Non-Hispanic	1	0%	▼ 63%

Race	#	%	State Avg
Other	213	98%	▲ 12%
Multiple Races	2	1%	1%
Unknown	2	1%	9%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 18%
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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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Periodic Submitted		
6 Month Updates	100%	45%

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

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		15	7%	35%	30%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	98%	90%	90%	8%

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met Below Goal

* State Avg based on 15 Active Employment Services Programs