

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	245	153	60% ▲
	Admits	90	94	-4%
	Discharges	7	17	-59% ▼
	Service Hours	45	42	8%

### Consumer Satisfaction Survey

(Based on 55 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment		60%	80%	92%
Overall		60%	80%	91%
Access		60%	80%	88%
General Satisfaction		59%	80%	92%
Quality and Appropriateness		58%	80%	93%



▲ > 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	245	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	14	6%	11%
26-34	50	21%	23%
35-44	71	30%	22%
45-54	61	26%	20%
55-64	34	15%	18%
65+	3	1%	6%

Gender	#	%	State Avg
Male	205	84%	▲ 60%
Female	40	16%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	156	64%	▲ 12%
Hispanic-Other	71	29%	▲ 8%
Non-Hispanic	7	3%	▼ 70%
Unknown	5	2%	10%
Hispanic-Cuban	3	1%	0%
Hispanic-Mexican	3	1%	1%

Race	#	%	State Avg
Other	220	90%	▲ 13%
Unknown	18	7%	5%
Multiple Races	6	2%	1%
Black/African American	1	0%	▼ 17%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
White/Caucasian			▼ 62%

Unique Clients (orange bar) | State Avg (vertical line)    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

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Unique Clients	245	153	60% ▲
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### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	1%	35%	29%	-34% ▼

### Service Utilization

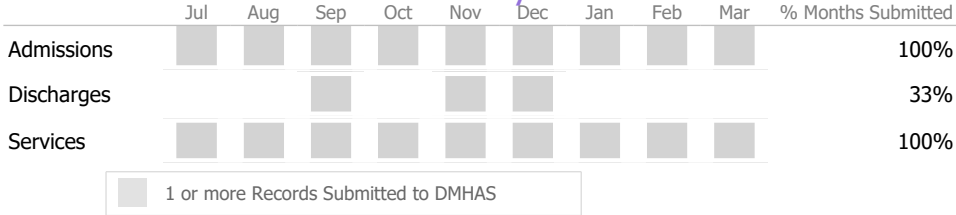
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	35%	90%	65%	-55% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% / 77%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% / 25%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Employment Services Programs