

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	87	134	-35% ▼
	Admits	48	59	-19% ▼
	Discharges	26	83	-69% ▼
	Service Hours	396	536	-26% ▼

▲ > 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	87	100.0%

### Consumer Satisfaction Survey

(Based on 35 FY19 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		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	4	5%	11%
26-34	18	21%	23%
35-44	25	29%	22%
45-54	16	18%	20%
55-64	23	26%	18%
65+	1	1%	6%

Gender	#	%	State Avg
Male	59	68%	60%
Female	28	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	76	87%	▲ 70%
Hisp-Puerto Rican	10	11%	12%
Hispanic-Other	1	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	53	61%	62%
Black/African American	23	26%	17%
Other	11	13%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	134	-35% ▼
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### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		45	51%	35%	29%	16% ▲

### Service Utilization

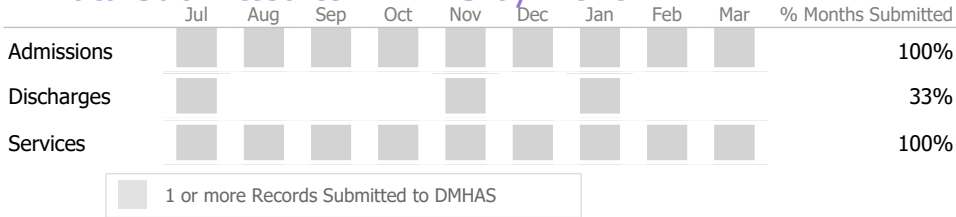
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		59	95%	90%	65%	5%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98% 77%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84% 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