

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	231	177	31%	▲
	Admits	107	130	-18%	▼
	Discharges	51	55	-7%	
	Service Hours	54	68	-20%	▼

### 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	231	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	16	7%	11%
26-34	45	21%	23%
35-44	63	29%	22%
45-54	60	28%	20%
55-64	29	13%	18%
65+	5	2%	6%

Gender	#	%	State Avg
Male	186	81%	▲ 60%
Female	45	19%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	140	61%	▲ 11%
Hispanic-Other	69	30%	▲ 8%
Non-Hispanic	7	3%	▼ 69%
Unknown	7	3%	11%
Hispanic-Cuban	5	2%	0%
Hispanic-Mexican	3	1%	1%

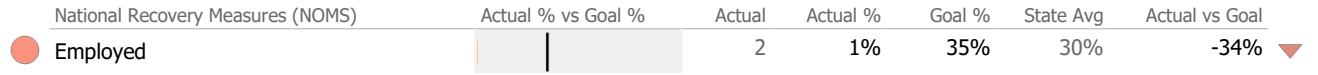
Race	#	%	State Avg
Other	205	89%	▲ 13%
Unknown	17	7%	6%
Multiple Races	8	3%	1%
Black/African American	1	0%	▼ 17%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
White/Caucasian			▼ 62%

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

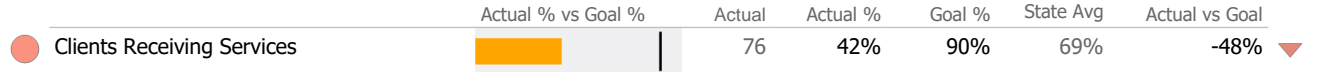
### Program Activity

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### Recovery



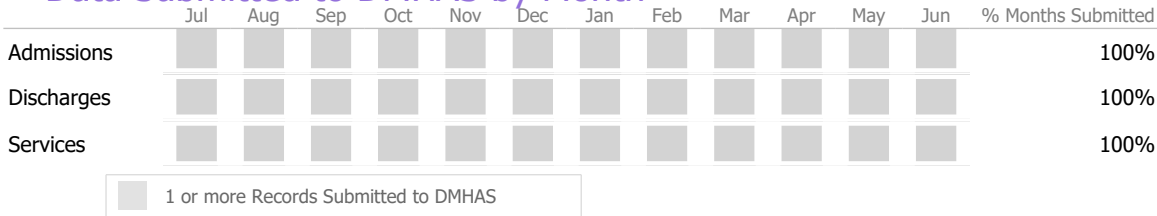
### Service Utilization



### Data Submission Quality



### 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