

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	143	159	-10%
	Admits	108	62	74% ▲
	Discharges	63	115	-45% ▼
	Service Hours	50	28	80% ▲

### Consumer Satisfaction Survey

(Based on 6 FY22 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%
✓ Access		100%	80%	88%

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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Employment Services	143	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	14	10%	9%
26-34	33	23%	20%
35-44	46	33%	24%
45-54	26	18%	18%
55-64	17	12%	20%
65+	5	4%	9%

Gender	#	%	State Avg
Male	110	77%	▲ 58%
Female	33	23%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	80	56%	▲ 11%
Hispanic-Other	45	31%	▲ 8%
Non-Hispanic	12	8%	▼ 69%
Hispanic-Mexican	3	2%	1%
Unknown	3	2%	11%
Hispanic-Cuban			0%

Race	#	%	State Avg
Other	137	96%	▲ 13%
Unknown	5	3%	6%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 17%
Hawaiian/Other Pacific Islander			0%
White/Caucasian			▼ 62%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	159	-10% ▼
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Service Hours	50	28	80% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	1%	35%	28%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	100%	90%	85%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	46%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							100%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 10 Active Employment Services Programs

Variations in data may be indicative of operational adjustments related to the pandemic.