

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	93	95	-2%
	Admits	65	63	3%
	Discharges	60	64	-6%
	Service Hours	603	619	-3%

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Employment Services	93	100.0%

### Consumer Satisfaction Survey (Based on 29 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Recovery		87%	80%	79%
● Respect		75%	80%	91%
● Outcome		63%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	7	8%	17%
26-34	19	20%	22%
35-44	15	16%	20%
45-54	38	41%	▲ 24%
55-64	14	15%	13%
65+			4%

Gender	#	%	State Avg
Male	79	85%	▲ 60%
Female	14	15%	▼ 40%

Ethnicity	#	%	State Avg
Non-Hispanic	90	97%	▲ 74%
Hisp-Puerto Rican	2	2%	12%
Hispanic-Other	1	1%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	66	71%	64%
Black/African American	23	25%	17%
Other	4	4%	▼ 15%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			2%

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

### Program Activity

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### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	35%	35%	23%	0%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	76%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% / 86%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 34%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 7 Active Employment Services Programs