

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	143	131	9%
	Admits	71	99	-28% ▼
	Discharges	109	55	98% ▲
	Service Hours	658	766	-14% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Employment Services	143	100.0%

Consumer Satisfaction Survey

(Based on 43 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		96%	80%	91%
✓ Access		95%	80%	88%
✓ Recovery		95%	80%	79%
✓ Outcome		89%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	4	3%	12%
26-34	27	19%	24%
35-44	37	26%	21%
45-54	40	28%	20%
55-64	33	23%	17%
65+	2	1%	6%

Gender	#	%	State Avg
Male	94	66%	60%
Female	49	34%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	123	86%	70% ▲
Hisp-Puerto Rican	20	14%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	77	54%	63%
Black/African American	45	31%	17% ▲
Other	19	13%	13%
Am. Indian/Native Alaskan	1	1%	1%
Unknown	1	1%	5%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

■ 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		81	54%	35%	29%	19% ▲

Service Utilization

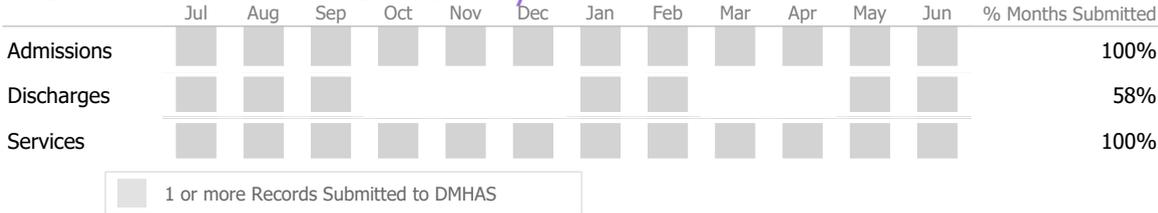
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		40	100%	90%	88%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100% / 30%

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