

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗	Unique Clients	189	89	112%	▲
	Admits	34	29	17%	▲
	Discharges	1			
↘	Service Hours	19	13	50%	▲

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

### 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%

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	189	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	12	7%	9%
26-34	36	20%	22%
35-44	55	31%	21%
45-54	44	25%	20%
55-64	28	16%	20%
65+	3	2%	7%

Gender	#	%	State Avg
Male	161	85%	▲ 59%
Female	28	15%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	120	63%	▲ 12%
Hispanic-Other	55	29%	▲ 7%
Non-Hispanic	7	4%	▼ 71%
Hispanic-Cuban	3	2%	0%
Hispanic-Mexican	2	1%	1%
Unknown	2	1%	9%

Race	#	%	State Avg
Other	179	95%	▲ 13%
Unknown	5	3%	5%
Multiple Races	4	2%	1%
Black/African American	1	1%	▼ 16%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
White/Caucasian			▼ 64%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189	89	112% ▲
Admits	34	29	17% ▲
Discharges	1	-	
Service Hours	19	13	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	1%	35%	27%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	18%	90%	52%	-72% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		75%

On-Time Periodic	Actual	State Avg
6 Month Updates		28%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 14 Active Employment Services Programs