

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	542	386	40%	▲
	Admits	116	83	40%	▲
	Discharges	53	4	1225%	
	Service Hours	4,196	3,735	12%	▲
	S.Rehab/PHP/IOP	4,793	4,233	13%	▲

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

Consumer Satisfaction Survey

(Based on 91 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		91%	80%	91%
✓ Recovery		89%	80%	79%
✓ Quality and Appropriateness		89%	80%	93%
✓ Outcome		85%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	344	63.2%
	Social Rehabilitation	200	36.8%

Client Demographics

Age	#	%	State Avg
18-25	22	4%	8%
26-34	86	16%	19%
35-44	120	22%	24%
45-54	106	20%	18%
55-64	138	25%	19%
65+	70	13%	10%

Gender	#	%	State Avg
Male	348	65%	59%
Female	191	35%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	335	62%	65%
Hisp-Puerto Rican	145	27%	▲ 10%
Hispanic-Other	53	10%	10%
Unknown	6	1%	▼ 14%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

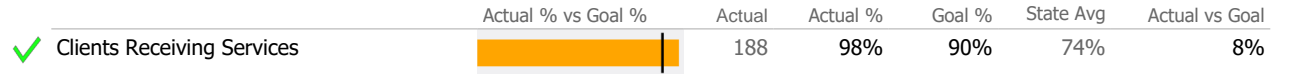
Race	#	%	State Avg
White/Caucasian	253	47%	▼ 60%
Black/African American	202	37%	▲ 17%
Other	71	13%	12%
Asian	7	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	8%
Hawaiian/Other Pacific Islander	1	0%	0%

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

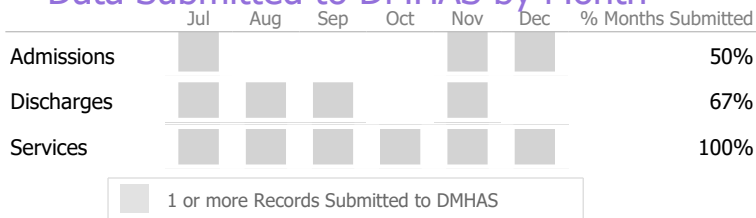
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	200	196	2%
Admits	10	9	11% ▲
Discharges	9	3	200% ▲
Service Hours	3,545	2,920	21% ▲
Social Rehab/PHP/IOP Days	4,793	4,233	13% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

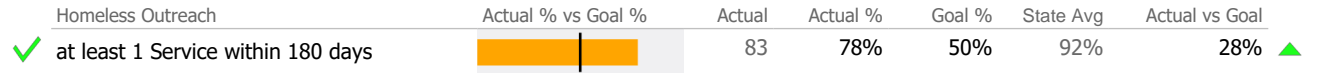
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

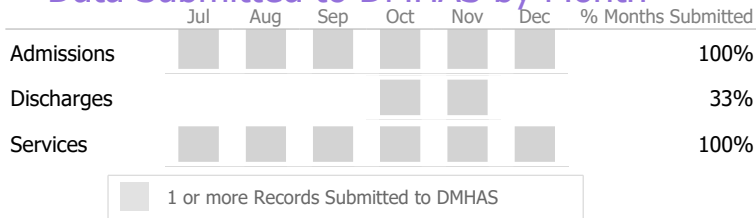
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	344	191	80% ▲
Admits	106	74	43% ▲
Discharges	44	1	4300% ▲
Service Hours	651	815	-20% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 54 Active Outreach & Engagement Programs

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