

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	623	442	41%	▲
	Admits	201	139	45%	▲
	Discharges	444	15	2860%	
	Service Hours	8,355	7,065	18%	▲
	S.Rehab/PHP/IOP	9,259	9,071	2%	

▲ > 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	#	%
<b>Mental Health</b>	Case Management	421	67.1%
	Social Rehabilitation	206	32.9%

### Client Demographics

Age	#	%	State Avg
18-25	30	5%	9%
26-34	97	16%	20%
35-44	143	23%	25%
45-54	120	19%	18%
55-64	159	26%	18%
65+	73	12%	9%

Gender	#	%	State Avg
Male	406	65%	60%
Female	214	35%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	370	59%	64%
Hisp-Puerto Rican	182	29%	▲ 10%
Hispanic-Other	59	9%	11%
Unknown	6	1%	▼ 15%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	3	0%	1%

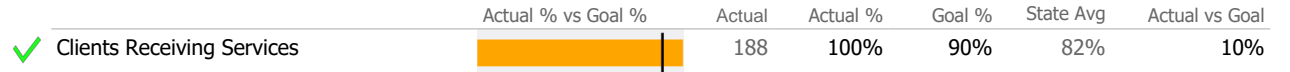
Race	#	%	State Avg
White/Caucasian	278	45%	▼ 58%
Black/African American	222	36%	▲ 17%
Other	107	17%	12%
Asian	7	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	9%
Hawaiian/Other Pacific Islander	1	0%	0%

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

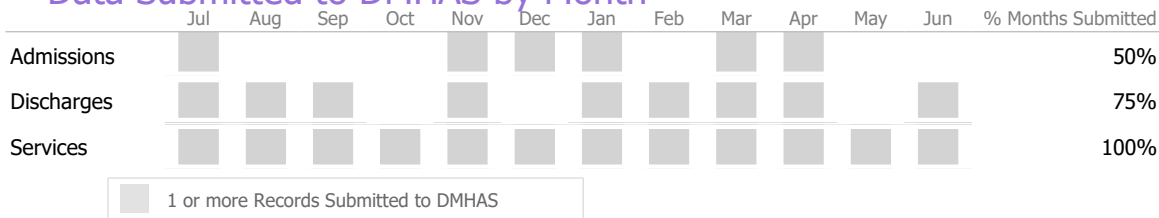
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	204	1%
Admits	16	17	-6%
Discharges	22	13	69% ▲
Service Hours	7,157	5,646	27% ▲
Social Rehab/PHP/IOP Days	9,259	9,071	2%

### 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

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