

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	188	489	-62% ▼
↔	Admits	4	61	-93% ▼
↔	Discharges	8	5	60% ▲
↔	Service Hours	1,764	2,164	-18% ▼
↔	S.Rehab/PHP/IOP	2,519	2,446	3%

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

Consumer Satisfaction Survey

(Based on 74 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	97% 80% 91%	97%	80%	91%
✓ Quality and Appropriateness	96% 80% 93%	96%	80%	93%
✓ Respect	96% 80% 91%	96%	80%	91%
✓ General Satisfaction	93% 80% 92%	93%	80%	92%
✓ Access	92% 80% 88%	92%	80%	88%
✓ Participation in Treatment	90% 80% 92%	90%	80%	92%
✓ Outcome	85% 80% 83%	85%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Medium grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	188	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	3%	8%	Male	114	61%	58%
26-34	27	14%	18%	Female	74	39%	42%
35-44	29	15%	24%	Transgender/Other			0%
45-54	28	15%	18%				
55-64	57	30%	20%				
65+	41	22%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	141	75%	64%	White/Caucasian	120	64%	59%
Hisp-Puerto Rican	31	16%	10%	Black/African American	60	32%	17%
Hispanic-Other	14	7%	11%	Other	5	3%	12%
Hispanic-Cuban	1	1%	0%	Asian	3	2%	1%
Unknown	1	1%	14%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			9%

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	188	194	-3%
Admits	4	3	33% ▲
Discharges	7	5	40% ▲
Service Hours	1,764	1,793	-2%
Social Rehab/PHP/IOP Days	2,519	2,446	3%

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	184	100%	90%	66%	10%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 34 Active Social Rehabilitation Programs