

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	167	158	6%
↗	Admits	9	5	80% ▲
↗	Discharges	5	3	67% ▲
↘	Service Hours	275	416	-34% ▼
↘	S.Rehab/PHP/IOP	1,193	1,349	-12% ▼

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

## Consumer Satisfaction Survey

(Based on 38 FY24 Surveys)

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

■ 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>			
	Social Rehabilitation	167	100.0%

Age	#	%	State Avg
18-25	9	5%	8%
26-34	27	16%	18%
35-44	22	13% ▼	24%
45-54	22	13%	18%
55-64	52	31% ▲	20%
65+	34	20%	12%

## Client Demographics

Gender	#	%	State Avg
Female	92	55% ▲	42%
Male	73	44% ▼	58%
Transgender/Other	2	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	144	86% ▲	64%
Unknown	16	10%	14%
Hispanic-Other	3	2%	11%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	137	82% ▲	59%
Black/African American	13	8%	17%
Unknown	9	5%	9%
Other	6	4%	12%
Asian	2	1%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

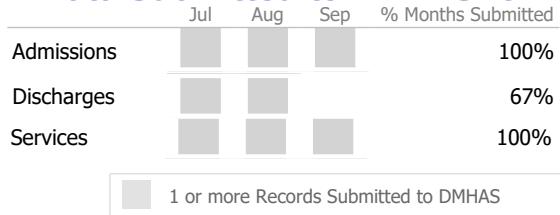
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	167	158	6%
Admits	9	5	80% <span style="color: green;">▲</span>
Discharges	5	3	67% <span style="color: green;">▲</span>
Service Hours	275	416	-34% <span style="color: red;">▼</span>
Social Rehab/PHP/IOP Days	1,193	1,349	-12% <span style="color: red;">▼</span>

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
						Goal Met
Clients Receiving Services	<span style="color: green;">✓</span>	152	94%	90%	66%	4%

## Data Submitted to DMHAS for Month

▲ > 10% Over    ▼ < 10% Under

█	Actual	█	Goal	✓	Goal Met	█	Below Goal
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\* State Avg based on 34 Active Social Rehabilitation Programs