

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	199	590	-66%	▼
	Admits	15	169	-91%	▼
	Discharges	13	61	-79%	▼
	Service Hours	4,856	6,166	-21%	▼
	S.Rehab/PHP/IOP	7,006	7,013	0%	

▲ > 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% vs 80%	97%	80%	91%
✓ Quality and Appropriateness	96% vs 80%	96%	80%	93%
✓ Respect	96% vs 80%	96%	80%	91%
✓ General Satisfaction	93% vs 80%	93%	80%	92%
✓ Access	92% vs 80%	92%	80%	88%
✓ Participation in Treatment	90% vs 80%	90%	80%	92%
✓ Outcome	85% vs 80%	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			
	Social Rehabilitation	199	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	4%	8%	Male	121	61%	59%
26-34	29	15%	19%	Female	78	39%	40%
35-44	30	15%	25%	Transgender/Other			0%
45-54	29	15%	18%				
55-64	60	30%	18%				
65+	44	22%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	150	75%	64%	White/Caucasian	128	64%	58%
Hisp-Puerto Rican	32	16%	10%	Black/African American	60	30%	17%
Hispanic-Other	15	8%	11%	Other	7	4%	12%
Hispanic-Cuban	1	1%	0%	Asian	3	2%	1%
Unknown	1	1%	14%	Unknown	1	1%	9%
Hispanic-Mexican			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

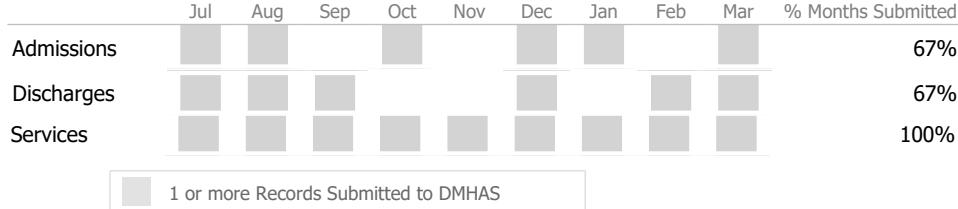
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	204	-2%
Admits	15	14	7%
Discharges	12	16	-25% ▼
Service Hours	4,856	5,194	-7%
Social Rehab/PHP/IOP Days	7,006	7,013	0%

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	189	100%	90%	81%	10%	

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs