

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	185	173	7%
	Admits	25	20	25% ▲
	Discharges	22	13	69% ▲
	Service Hours	1,398	1,610	-13% ▼
	S.Rehab/PHP/IOP	4,947	5,116	-3%

▲ > 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%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		97%	80%	91%
✓ Outcome		97%	80%	83%
✓ Participation in Treatment		97%	80%	92%
✓ Access		95%	80%	88%

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	185	100.0%

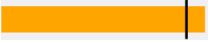
Client Demographics

Age	#	%	State Avg
18-25	11	6%	9%
26-34	32	17%	19%
35-44	30	16%	26%
45-54	23	13%	18%
55-64	54	29% ▲	18%
65+	34	18%	10%
Gender	#	%	State Avg
Female	97	52% ▲	40%
Male	85	46% ▼	60%
Transgender/Other	3	2%	0%
Ethnicity	#	%	State Avg
Non-Hispanic	160	86% ▲	64%
Unknown	17	9%	14%
Hisp-Puerto Rican	4	2%	10%
Hispanic-Other	3	2%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%
Race	#	%	State Avg
White/Caucasian	149	81% ▲	58%
Black/African American	17	9%	18%
Unknown	10	5%	10%
Other	7	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				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %	Actual % vs Goal %		Actual	Actual %	Goal %	State Avg	Actual vs Goal
Unique Clients	185	173	7%	✓ Clients Receiving Services		161	99%	90%	84%	9%

Admits	25	20	25% ▲
Discharges	22	13	69% ▲
Service Hours	1,398	1,610	-13% ▼
Social Rehab/PHP/IOP Days	4,947	5,116	-3%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■		92%
Discharges	■	■		■	■		■		■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

■ 1 or more Records Submitted to DMHAS