

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	173	170	2%
↔	Admits	8	9	-11% ▼
↗	Discharges	7	4	75% ▲
↗	Service Hours	366	275	33% ▲
↘	S.Rehab/PHP/IOP	1,264	1,205	5%

▲ > 10% Over 1 Yr Ago ▼ > 10% Und

Consumer Satisfaction Survey

(Based on 65 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access	 A horizontal yellow bar representing 98% satisfaction, extending slightly beyond the 100% mark on the scale.	98%	80%	88%
✓ General Satisfaction	 A horizontal yellow bar representing 97% satisfaction, extending slightly beyond the 100% mark on the scale.	97%	80%	92%
✓ Participation in Treatment	 A horizontal yellow bar representing 97% satisfaction, extending slightly beyond the 100% mark on the scale.	97%	80%	92%
✓ Overall	 A horizontal yellow bar representing 95% satisfaction, extending slightly beyond the 100% mark on the scale.	95%	80%	91%
✓ Quality and Appropriateness	 A horizontal yellow bar representing 95% satisfaction, extending slightly beyond the 100% mark on the scale.	95%	80%	93%
✓ Respect	 A horizontal yellow bar representing 93% satisfaction, extending slightly beyond the 100% mark on the scale.	93%	80%	91%
✓ Outcome	 A horizontal yellow bar representing 91% satisfaction, extending slightly beyond the 100% mark on the scale.	91%	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	173	100.0%

Client Demographics

Age	#	%	State Avg
18-25	10	6%	9%
26-34	32	18%	18%
35-44	29	17%	25%
45-54	21	12%	18%
55-64	50	29%	19%
65+	31	18%	11%

Gender	#	%	State Avg
Female	89	51%	41%
Male	82	47%	58%
Transgender/Other	2	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	151	87%	▲ 64%
Unknown	15	9%	13%
Hispanic-Other	3	2%	12%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	142	82%	▲ 59%
Black/African American	17	10%	17%
Other	6	3%	12%
Unknown	6	3%	8%
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

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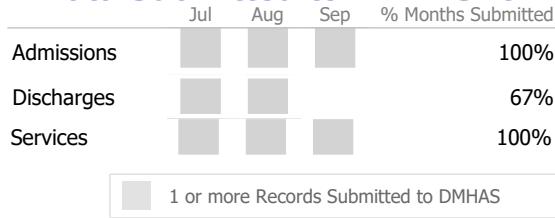
Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Clients Receiving Services

Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal

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