

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	201	192	5%
	Admits	14	8	75% ▲
	Discharges	10	11	-9%
	Service Hours	2,280	3,306	-31% ▼
	S.Rehab/PHP/IOP	5,803	4,836	20% ▲

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

Consumer Satisfaction Survey

(Based on 45 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		96%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Respect		88%	80%	91%
✓ Outcome		80%	80%	83%
● Participation in Treatment		79%	80%	92%

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	201	100.0%

Client Demographics

Age	#	%	State Avg
18-25	12	6%	8%
26-34	30	15%	18%
35-44	30	15%	25%
45-54	29	14%	19%
55-64	58	29%	19%
65+	42	21%	12%

Gender	#	%	State Avg
Male	122	61%	59%
Female	78	39%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	147	73%	64%
Hisp-Puerto Rican	33	16%	10%
Hispanic-Other	17	8%	12%
Unknown	2	1%	13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	124	62%	59%
Black/African American	64	32%	▲ 18%
Other	9	4%	12%
Asian	3	1%	1%
Unknown	1	0%	8%
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

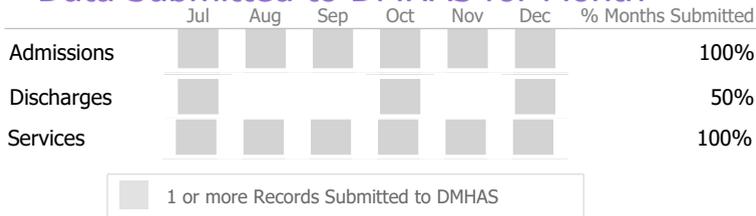
Program Activity

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Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		191	100%	90%	82%	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