

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
| ↑ | Unique Clients | 912 | 983 | -7% |
| ↓ | Admits | 85 | 170 | -50% ▼ |
| ↓ | Discharges | 118 | 193 | -39% ▼ |
| ↓ | Service Hours | 24,490 | 32,923 | -26% ▼ |
| ↓ | S.Rehab/PHP/IOP | 866 | 6,205 | -86% ▼ |

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

Consumer Satisfaction Survey

(Based on 389 FY20 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | 96% 92% | 96% | 80% | 92% |
| ✓ Quality and Appropriateness | 96% 93% | 96% | 80% | 93% |
| ✓ Respect | 94% 91% | 94% | 80% | 91% |
| ✓ Overall | 94% 91% | 94% | 80% | 91% |
| ✓ Participation in Treatment | 92% 92% | 92% | 80% | 92% |
| ✓ Recovery | 91% 79% | 91% | 80% | 79% |
| ✓ Outcome | 89% 83% | 89% | 80% | 83% |
| ✓ Access | 87% 88% | 87% | 80% | 88% |

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|-----------------------|--------------------|-----|-------|
| Mental Health | | | |
| Case Management | | 490 | 45.5% |
| Social Rehabilitation | | 269 | 25.0% |
| Employment Services | | 164 | 15.2% |
| Community Support | | 155 | 14.4% |



Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-------|-----------|---------------------------------|-----|-----|-----------|
| | | | | | | | |
| 18-25 | 22 | 2% | 9% | Male | 595 | 65% | 58% |
| 26-34 | 110 | 12% | 21% | Female | 317 | 35% | 42% |
| 35-44 | 159 | 17% | 22% | Transgender | | | 0% |
| 45-54 | 213 | 23% | 19% | | | | |
| 55-64 | 302 | 33% ▲ | 20% | | | | |
| 65+ | 106 | 12% | 8% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| | | | | | | | |
| Non-Hispanic | 690 | 76% | 70% | Black/African American | 392 | 43% | 17% |
| Hisp-Puerto Rican | 190 | 21% | 12% | White/Caucasian | 374 | 41% | 62% |
| Hispanic-Other | 24 | 3% | 8% | Other | 135 | 15% | 13% |
| Hispanic-Cuban | 5 | 1% | 0% | Am. Indian/Native Alaskan | 6 | 1% | 1% |
| Hispanic-Mexican | 2 | 0% | 0% | Hawaiian/Other Pacific Islander | 3 | 0% | 0% |
| Unknown | 1 | 0% | 10% | Asian | 2 | 0% | 1% |
| | | | | Multiple Races | | | 1% |
| | | | | Unknown | | | 6% |



Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 55 | 58 | -5% |
| Admits | - | 2 | -100% ▼ |
| Discharges | 3 | 3 | 0% |
| Service Hours | 403 | 2,976 | -86% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------------------|--------|----------|--------|-----------|--|
| ✓ Stable Living Situation | 55 | 55 | 100% | 85% | 90% | 15% ▲ |

Service Utilization

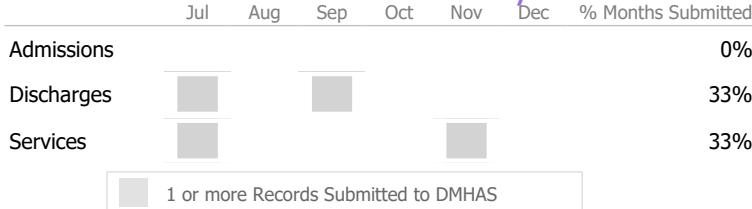
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|-------------------------------------|--------|----------|--------|-----------|---|
| ✓ Clients Receiving Services | 51 | 51 | 98% | 90% | 95% | 8% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--|-----------|
| ✓ Valid NOMS Data | 100% | 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------------------------------------|-----------|
| ● 6 Month Updates | 85% | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 0 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|--|
| Stable Living Situation | | N/A | N/A | 85% | 90% | -85%  |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|---|
| | | N/A | N/A | 90% | 95% | N/A  |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | N/A | 88% |

Data Submitted to DMHAS by Month

| Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|-----|-----|-----|-----|-----|-----|--------------------|
| | | | | | | 0% |
| | | | | | | 0% |

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 24 | 24 | 0% |
| Admits | 1 | - | |
| Discharges | 1 | 1 | 0% |
| Service Hours | 280 | 537 | -48% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 20 | 83% | 85% | 90% | -2% |

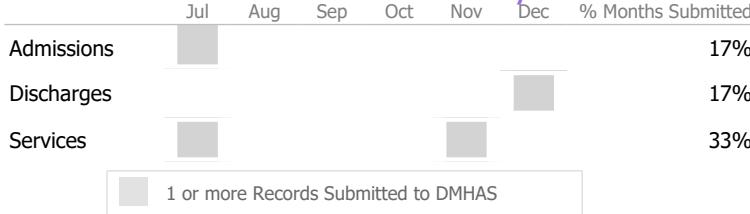
Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | | 21 | 91% | 90% | 95% | 1% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 98% | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 36% | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 11 | 13 | -15% | ▼ |
| Admits | - | - | | |
| Discharges | - | 2 | -100% | ▼ |
| Service Hours | 195 | 324 | -40% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 100% | 11 | 100% | 85% | 90% | 15% |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% | 11 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 96% |
| On-Time Periodic | | |
| ✓ 6 Month Updates | 91% | 88% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 0% |
| Discharges | | | | | | | 0% |
| Services | 1 | 1 | 1 | 1 | 1 | 1 | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20 | 26 | -23% ▼ |
| Admits | - | - | |
| Discharges | 3 | 4 | -25% ▼ |
| Service Hours | 184 | 2,025 | -91% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 20 | 100% | 85% | 90% | 15% | ▲ |

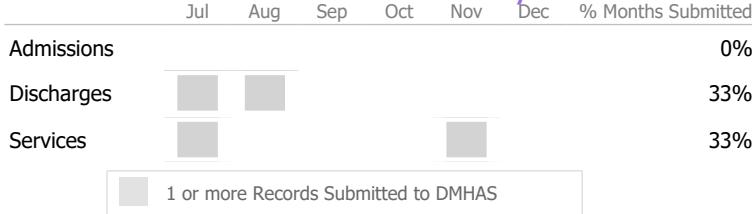
Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 17 | 100% | 90% | 95% | 10% | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 96% |
| On-Time Periodic | | |
| 6 Month Updates | 65% | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|---|
| Unique Clients | 30 | 33 | -9% |
| Admits | 1 | 4 | -75% ▼ |
| Discharges | 1 | 3 | -67% ▼ |
| Service Hours | 915 | 1,591 | -42% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 28 | 28 | 93% | 85% | 90% | 8% |

Service Utilization

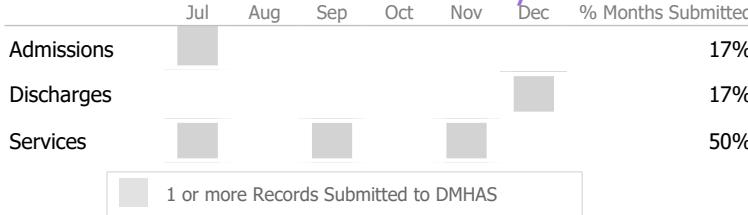
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|-------------------------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 29 | 29 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--|-----------|
| ✓ Valid NOMS Data | 100% | 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--|-----------|
| ✓ 6 Month Updates | 100% | 88% |

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 155 | 169 | -8% |
| Admits | 19 | 27 | -30% ▼ |
| Discharges | 25 | 36 | -31% ▼ |
| Service Hours | 3,262 | 5,846 | -44% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 80% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 97% | 81% |
| Co-occurring | Actual | State Avg |
| ✓ MH Screen Complete | 100% | 80% |
| ✓ SA Screen Complete | 100% | 61% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100% | 98% |

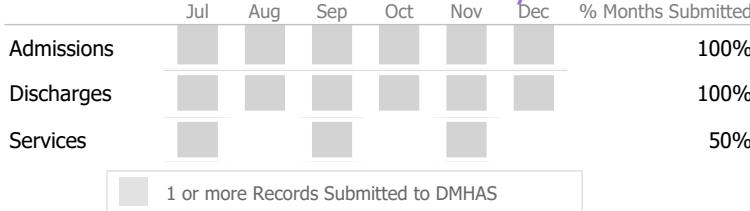
Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 18 | 72% | 65% | 59% | 7% |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Social Support | | 147 | 95% | 60% | 82% | 35% ▲ |
| ✓ Stable Living Situation | | 142 | 92% | 80% | 88% | 12% ▲ |
| ✓ Employed | | 40 | 26% | 20% | 13% | 6% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 130 | 100% | 90% | 97% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 24 | 27 | -11% | ▼ |
| Admits | 3 | 5 | -40% | ▼ |
| Discharges | 1 | 6 | -83% | ▼ |
| Service Hours | 224 | 412 | -46% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 100% | 24 | 100% | 85% | 94% | 15% |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% | 23 | 100% | 90% | 97% | 10% |

Data Submission Quality

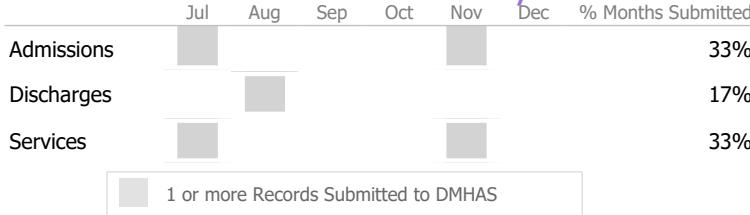
Data Entry

| | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 98% |

On-Time Periodic

| | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates | 55% | 89% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 35 | 39 | -10% | ▼ |
| Admits | - | 1 | -100% | ▼ |
| Discharges | 1 | 4 | -75% | ▼ |
| Service Hours | 355 | 539 | -34% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 35 | 100% | 85% | 90% | 15% | ▲ |

Service Utilization

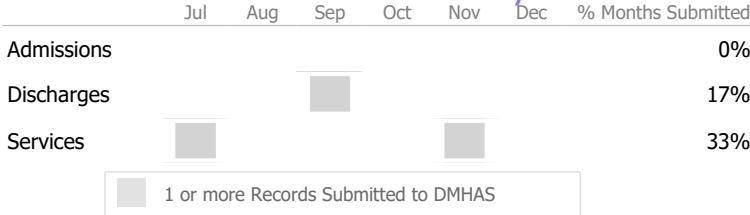
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 34 | 100% | 90% | 95% | 10% | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 98% | 96% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | 82% | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 15 | 14 | 7% |
| Admits | - | 1 | -100% ▼ |
| Discharges | 2 | 2 | 0% |
| Service Hours | 224 | 119 | 88% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 15 | 100% | 85% | 94% | 15% | ▲ |

Service Utilization

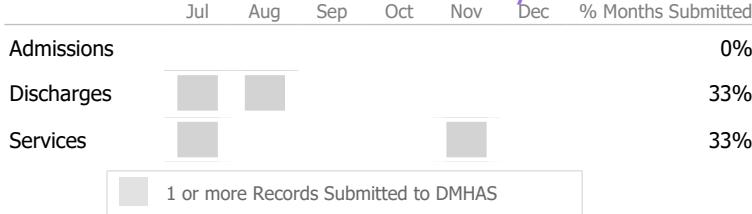
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 13 | 100% | 90% | 97% | 10% | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | 100% | 89% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 10 | 12 | -17% | ▼ |
| Admits | 2 | 3 | -33% | ▼ |
| Discharges | - | 4 | -100% | ▼ |
| Service Hours | 30 | 64 | -54% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 90% | 9 | 90% | 85% | 94% | 5% |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% | 10 | 100% | 90% | 97% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 98% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 75% | 89% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 17% |
| Discharges | | | | | | | 0% |
| Services | | | | | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 10 | 13 | -23% | ▼ |
| Admits | - | 5 | -100% | ▼ |
| Discharges | 1 | 3 | -67% | ▼ |
| Service Hours | 185 | 455 | -59% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 100% Over | 10 | 100% | 85% | 94% | 15% ▲ |

Service Utilization

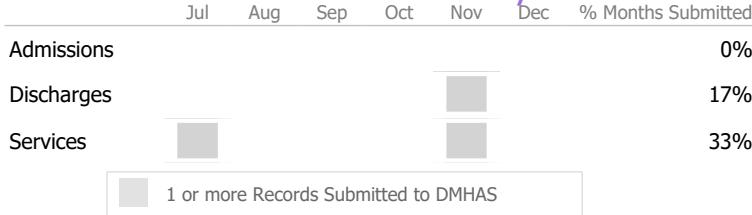
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% Over | 9 | 100% | 90% | 97% | 10% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | 100% | 89% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10 | 13 | -23% ▼ |
| Admits | - | - | |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 180 | 104 | 74% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 100% ▲ | 10 | 100% | 85% | 90% | 15% ▲ |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% ▲ | 10 | 100% | 90% | 95% | 10% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 96% |
| On-Time Periodic 6 Month Updates | 100% | 88% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 0% |
| Discharges | | | | | | | 0% |
| Services | ■ | ■ | | | | | 33% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 5 | 8 | -38% | ▼ |
| Admits | 1 | 3 | -67% | ▼ |
| Discharges | - | 3 | -100% | ▼ |
| Service Hours | 31 | 186 | -83% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 100% Over | 5 | 100% | 85% | 94% | 15% Over |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% Over | 5 | 100% | 90% | 97% | 10% Over |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 98% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | 50% | 89% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | 1 | 1 | 1 | 1 | 1 | 1 | 17% |
| Discharges | 1 | 1 | 1 | 1 | 1 | 1 | 0% |
| Services | 1 | 1 | 1 | 1 | 1 | 1 | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under



* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16 | 16 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | 308 | 231 | 33% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 100% ▲ | 16 | 100% | 85% | 94% | 15% ▲ |

Service Utilization

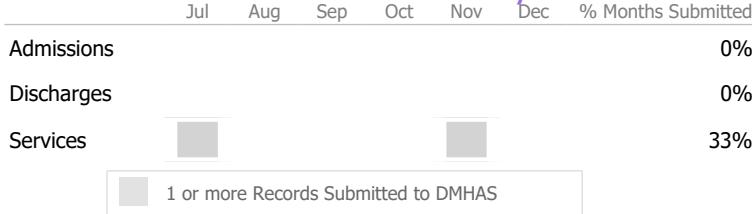
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% ▲ | 16 | 100% | 90% | 97% | 10% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 98% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | 25% | 89% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

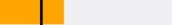
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 164 | 191 | -14% | ▼ |
| Admits | 41 | 49 | -16% | ▼ |
| Discharges | 29 | 58 | -50% | ▼ |
| Service Hours | 2,398 | 8,350 | -71% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|---|--------|----------|--------|-----------|---|
| ✓ Employed |  | 75 | 46% | 35% | 44% | 11%  |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|--|
| ✓ Clients Receiving Services |  | 133 | 99% | 90% | 92% | 9%  |

Data Submission Quality

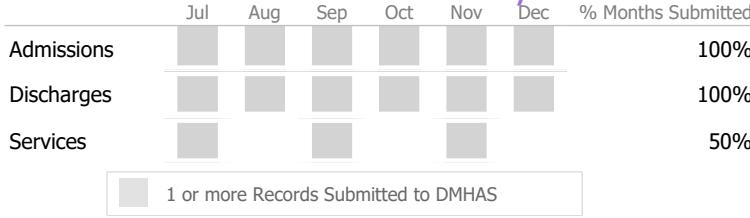
Data Entry

| | Actual | State Avg |
|-------------------|---|-----------|
| ✓ Valid NOMS Data |  | 99% |

On-Time Periodic

| | Actual | State Avg |
|-------------------|---|-----------|
| ● 6 Month Updates |  | 89% |

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 144 | 154 | -6% |
| Admits | 2 | 17 | -88% ▼ |
| Discharges | 9 | 14 | -36% ▼ |
| Service Hours | 887 | 3,198 | -72% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 136 | 94% | 85% | 90% | 90% | 9% |

Service Utilization

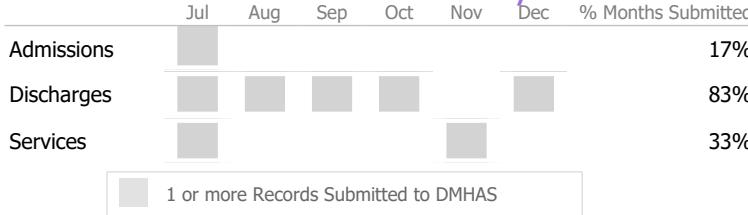
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 130 | 96% | 90% | 95% | 95% | 6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates | 72% | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

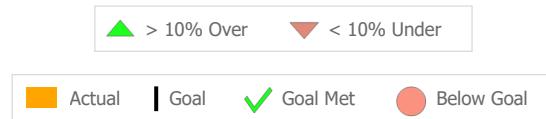
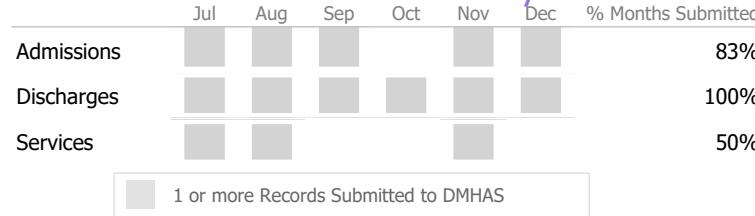
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 269 | 307 | -12% ▼ |
| Admits | 13 | 39 | -67% ▼ |
| Discharges | 13 | 42 | -69% ▼ |
| Service Hours | 13,836 | 2,700 | |
| Social Rehab/PHP/IOP Days | 866 | 6,205 | -86% ▼ |

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 42 | 44 | -5% |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | 19 | 2 | 850% ▲ |
| Service Hours | 165 | 1,492 | -89% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 41 | 98% | 85% | 90% | 13% | ▲ |

Service Utilization

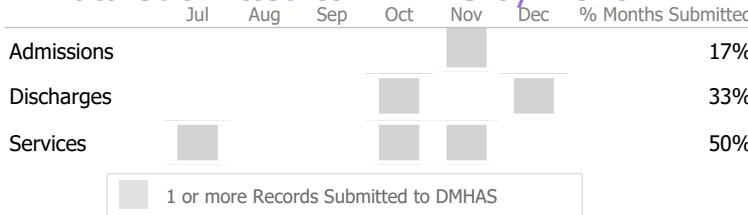
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 23 | 96% | 90% | 95% | 6% | ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates | 70% | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 44 | 47 | -6% |
| Admits | 1 | 11 | -91% ▼ |
| Discharges | 10 | 3 | 233% ▲ |
| Service Hours | 427 | 1,773 | -76% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 44 | 100% | 85% | 94% | 15% | ▲ |

Service Utilization

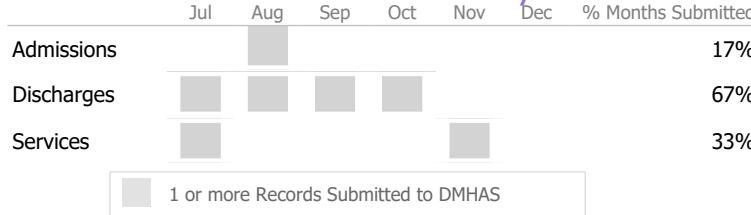
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 34 | 100% | 90% | 97% | 10% | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 98% | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates | 82% | 89% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs