APT Foundation Inc
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,793	1,980	-9%	
	Admits	953	1,413	-33%	▼
	Discharges	811	1,057	-23%	▼
	Service Hours	2,662	4,689	-43%	▼
	Bed Days	29,771	34,816	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	757	39.6%
	Recovery Support	508	26.5%
	Residential Services	405	21.2%
	Employment Services	108	5.6%
Mental Health			
	Case Management	89	4.6%
	Employment Services	47	2.5%

Consumer Satisfaction Survey   (Based on 3,974 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Outcome		92%	80%	83%
✓ Access		90%	80%	88%
✓ Recovery		87%	80%	79%

Legend: ▬ Satisfied % | Goal %   ▬ 0-80%   ▬ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	100	6%	10%
26-34	460	26%	22%
35-44	557	31%	23%
45-54	394	22%	19%
55-64	239	13%	18%
65+	42	2%	7%

Gender

Gender	#	%	State Avg
Male	1,030	58%	59%
Female	761	42%	41%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	1,109	62%	61%
Black/African American	376	21%	17%
Other	290	16%	13%
Asian	6	0%	1%
Multiple Races	5	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Am. Indian/Native Alaskan	2	0%	0%
Unknown	2	0%	6%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,541	86%	▲	68%
Hisp-Puerto Rican	187	10%		11%
Hispanic-Other	49	3%		8%
Unknown	14	1%	▼	12%
Hispanic-Mexican	2	0%		0%
Hispanic-Cuban				0%

Legend: ▬ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

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

1 Long Wharf-Voc Rehab 780270
APT Foundation Inc
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	168	-36% ▼
Admits	43	112	-62% ▼
Discharges	68	104	-35% ▼
Service Hours	684	864	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	38%	35%	31%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	81%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	54%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢				▢	▢	▢	▢	▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Employment Services Programs

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

APT - Amethyst House
APT Foundation Inc
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	51	14%	▲
Admits	49	42	17%	▲
Discharges	48	39	23%	▲
Bed Days	4,393	4,132	6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		38	79%	70%	68%	9%
✓	No Re-admit within 30 Days of Discharge		43	90%	85%	89%	5%
🔴	Follow-up within 30 Days of Discharge		31	82%	90%	71%	-8%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	88%
✓	Valid TEDS Data		100%	98%

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		0%	4%

	Co-occurring		Actual	State Avg
	MH Screen Complete		4%	88%
	SA Screen Complete		4%	88%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	100%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Abstinence/Reduced Drug Use		43	69%	70%	69%	-1%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		15	121 days	0.2	80%	90%	83%	-10%

🟦 < 90%   ⬜ 90-110%   🔴 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	100%
Discharges	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

APT - Amethyst House/CSSD
APT Foundation Inc
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	7	-29%	▼
Admits	3	5	-40%	▼
Discharges	5	5	0%	
Bed Days	342	219	56%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	80%	70%	68%	10%	▲
●	No Re-admit within 30 Days of Discharge		3	60%	85%	89%	-25%	▼
●	Follow-up within 30 Days of Discharge		3	75%	90%	71%	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	100%	88%
✔ Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

Co-occurring	Actual	State Avg
MH Screen Complete	0%	88%
SA Screen Complete	0%	88%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		3	60%	70%	69%	-10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		3	201 days	0.4	31%	90%	83%	-59%	▼
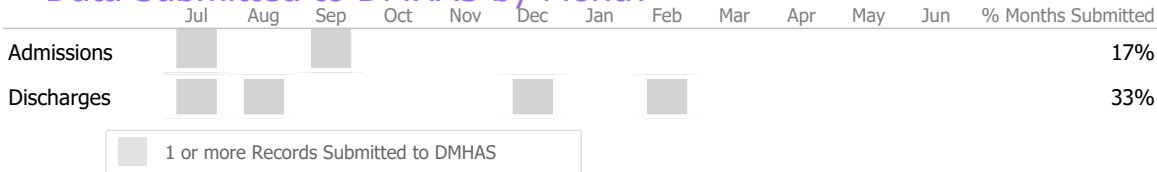
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■										17%
Discharges	■	■				■		■					33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

APT Residential Services - New Haven
APT Foundation Inc
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	169	231	-27%	▼
Admits	146	205	-29%	▼
Discharges	150	211	-29%	▼
Bed Days	10,032	14,537	-31%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		113	75%	70%	68%	5%
✓	No Re-admit within 30 Days of Discharge		137	91%	85%	89%	6%
●	Follow-up within 30 Days of Discharge		90	80%	90%	71%	-10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	88%
✓	Valid TEDS Data	99%	98%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	4%

Co-occurring		Actual	State Avg
	MH Screen Complete	8%	88%
	SA Screen Complete	8%	88%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		142	80%	70%	69%	10% ▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		41	94 days	0.2	67%	90%	83%	-23% ▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

APT Residential Services - New Haven - CSSD
APT Foundation Inc
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	181	252	-28% ▼
Admits	149	211	-29% ▼
Discharges	139	220	-37% ▼
Bed Days	15,004	15,698	-4%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		115	83%	70%	68%	13% ▲
✓	No Re-admit within 30 Days of Discharge		135	97%	85%	89%	12% ▲
🔴	Follow-up within 30 Days of Discharge		66	57%	90%	71%	-33% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	88%
✓	Valid TEDS Data	99%	98%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	4%

Co-occurring		Actual	State Avg
	MH Screen Complete	3%	88%
	SA Screen Complete	3%	88%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		152	83%	70%	69%	13% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		49	138 days	0.2	84%	90%	83%	-6%

▨ < 90%	▨ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%
Discharges	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual	▏ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

APT Work Services Program 271
APT Foundation Inc
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	14	71%	▲
Admits	14	5	180%	▲
Discharges	10	4	150%	▲
Service Hours	192	154	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		8	33%	35%	43%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	98%	3%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪		▪	▪	▪	▪	▪		75%
Discharges	▪	▪		▪		▪	▪						42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 39 Active Employment Services Programs

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

CTU OP Cocaine 780200
APT Foundation Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
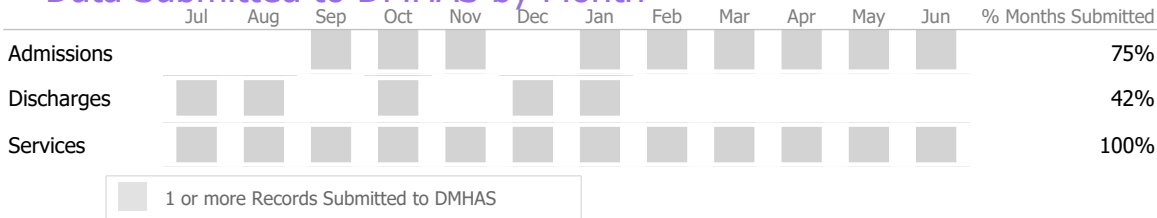
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	757	835	-9%	
Admits	350	418	-16%	▼
Discharges	309	422	-27%	▼
Service Hours	1,627	3,501	-54%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	86%
✓	Valid TEDS Data	98%	86%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	1%	26%

Co-occurring	Actual	State Avg
MH Screen Complete	78%	92%
SA Screen Complete	78%	96%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		73	24%	50%	51%	-26%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		692	87%	75%	79%	12%	▲
🔴	Abstinence/Reduced Drug Use		397	50%	55%	49%	-5%	
🔴	Stable Living Situation		664	83%	95%	78%	-12%	▼
🔴	Employed		272	34%	50%	32%	-16%	▼
🔴	Self Help		115	14%	60%	18%	-46%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		362	74%	90%	72%	-16%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		77	23%	75%	61%	-52%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

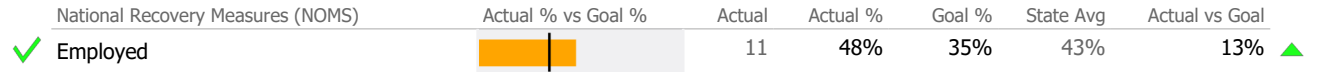* State Avg based on 111 Active Standard Outpatient Programs

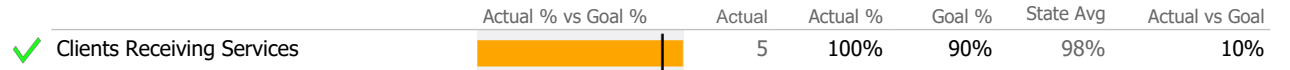Variances in data may be indicative of operational adjustments related to the pandemic.

SHP Work Services New Haven
APT Foundation Inc
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	17	35%	▲
Admits	13	15	-13%	▼
Discharges	18	7	157%	▲
Service Hours	159	171	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		11	48%	35%	43%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	98%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪	▪		▪	▪		▪	▪	▪	75%
Discharges	▪	▪	▪		▪	▪		▪	▪		▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 39 Active Employment Services Programs

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

SOR - Recovery Coach - Meth
APT Foundation Inc
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	199	125	59%	▲
Admits	78	126	-38%	▼
Discharges	8	3	167%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid TEDS Data		N/A	N/A

Co-occurring		Actual	State Avg
MH Screen Complete		0%	39%
SA Screen Complete		0%	45%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	11%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■	■									25%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

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

SOR - Recovery Coach - Meth 495
APT Foundation Inc
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	311	219	42%	▲
Admits	93	219	-58%	▼
Discharges	1	1	0%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid TEDS Data		N/A	N/A

Co-occurring		Actual	State Avg
MH Screen Complete		1%	39%
SA Screen Complete		1%	45%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	11%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

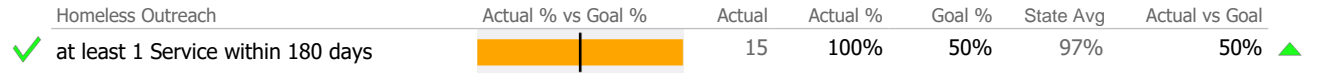| Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

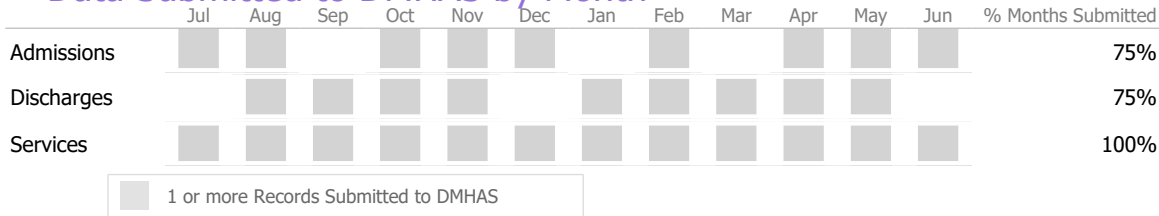Variances in data may be indicative of operational adjustments related to the pandemic.

Taking Initiative Center
APT Foundation Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
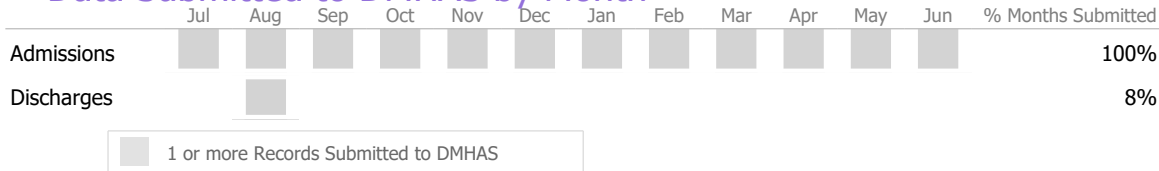
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	116	-23%	▼
Admits	15	54	-72%	▼
Discharges	55	40	38%	▲
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		15	100%	50%	97%	50%	▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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