

### Provider Activity

| Monthly Trend | Measure         | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
|               | Unique Clients  | 870    | 969      | -10%       |
|               | Admits          | 155    | 166      | -7%        |
|               | Discharges      | 237    | 192      | 23% ▲      |
|               | Service Hours   | 22,425 | 40,097   | -44% ▼     |
|               | S.Rehab/PHP/IOP | 5,899  | 1,492    | 295% ▲     |

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

### Consumer Satisfaction Survey

(Based on 325 FY21 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ● General Satisfaction        |                      | 79%         | 80%    | 92%       |
| ● Respect                     |                      | 77%         | 80%    | 91%       |
| ● Overall                     |                      | 75%         | 80%    | 91%       |
| ● Recovery                    |                      | 67%         | 80%    | 79%       |
| ● Outcome                     |                      | 66%         | 80%    | 83%       |
| ● Participation in Treatment  |                      | 65%         | 80%    | 92%       |
| ● Quality and Appropriateness |                      | 61%         | 80%    | 93%       |
| ● Access                      |                      | 54%         | 80%    | 88%       |

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100%    Goal Met    ● Under Goal

### Clients by Level of Care

| Program Type         | Level of Care Type    | #   | %     |
|----------------------|-----------------------|-----|-------|
| <b>Mental Health</b> |                       |     |       |
|                      | Case Management       | 490 | 48.1% |
|                      | Social Rehabilitation | 234 | 23.0% |
|                      | Employment Services   | 160 | 15.7% |
|                      | Community Support     | 134 | 13.2% |

### Client Demographics

| Age               | #   | %     | State Avg | Gender                          | #   | %     | State Avg |
|-------------------|-----|-------|-----------|---------------------------------|-----|-------|-----------|
| 18-25             | 22  | 3%    | 10%       | Male                            | 563 | 65%   | 59%       |
| 26-34             | 103 | 12%   | 22%       | Female                          | 307 | 35%   | 41%       |
| 35-44             | 167 | 19%   | 23%       | Transgender                     |     |       | 0%        |
| 45-54             | 196 | 23%   | 19%       |                                 |     |       |           |
| 55-64             | 286 | 33% ▲ | 19%       |                                 |     |       |           |
| 65+               | 96  | 11%   | 8%        |                                 |     |       |           |
| Ethnicity         | #   | %     | State Avg | Race                            | #   | %     | State Avg |
| Non-Hispanic      | 660 | 76%   | 68%       | Black/African American          | 388 | 45% ▲ | 17%       |
| Hisp-Puerto Rican | 178 | 20%   | 11%       | White/Caucasian                 | 352 | 40% ▼ | 62%       |
| Hispanic-Other    | 24  | 3%    | 8%        | Other                           | 116 | 13%   | 13%       |
| Hispanic-Cuban    | 5   | 1%    | 0%        | Am. Indian/Native Alaskan       | 6   | 1%    | 0%        |
| Hispanic-Mexican  | 2   | 0%    | 1%        | Asian                           | 4   | 0%    | 1%        |
| Unknown           | 1   | 0% ▼  | 12%       | Unknown                         | 3   | 0%    | 6%        |
|                   |     |       |           | Hawaiian/Other Pacific Islander | 1   | 0%    | 0%        |
|                   |     |       |           | Multiple Races                  |     |       | 1%        |

■ 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.

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 61     | 56       | 9%         |
| Admits         | 9      | 1        | 800% ▲     |
| Discharges     | 11     | 3        | 267% ▲     |
| Service Hours  | 737    | 720      | 2%         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 54     | 89%      | 85%    | 88%       | 4%             |

### Service Utilization

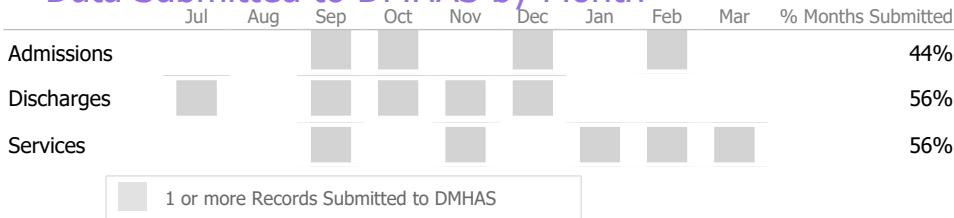
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 49     | 98%      | 90%    | 97%       | 8%             |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16     | 15       | 7%         |
| Admits         | 1      | 15       | -93% ▼     |
| Discharges     | 1      | -        |            |
| Service Hours  | 133    | 15       |            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 15     | 94%      | 85%    | 88%       | 9%             |

### Service Utilization

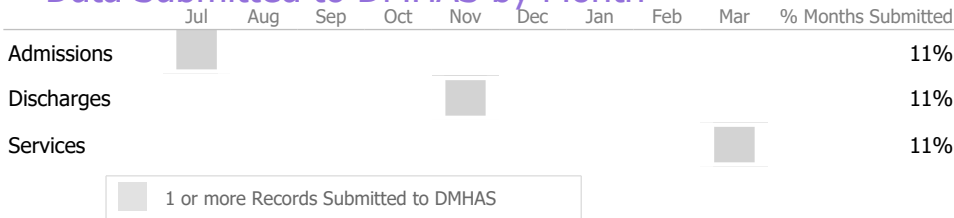
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 15     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 24     | 26       | -8%        |
| Admits         | 1      | 2        | -50% ▼     |
| Discharges     | 2      | 2        | 0%         |
| Service Hours  | 262    | 550      | -52% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 23     | 96%      | 85%    | 88%       | 11% ▲          |

### Service Utilization

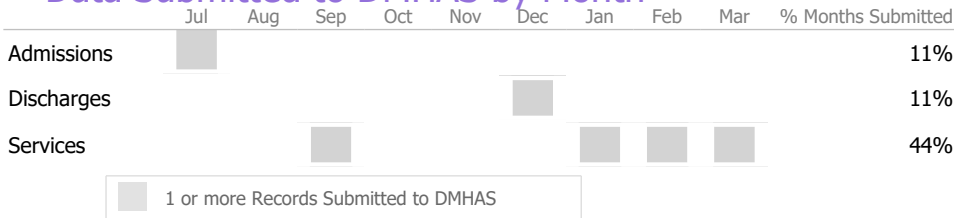
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 22     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16     | 11       | 45% ▲      |
| Admits         | 1      | -        |            |
| Discharges     | 1      | -        |            |
| Service Hours  | 354    | 310      | 14% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 16     | 100%     | 85%    | 88%       | 15% ▲          |

### Service Utilization

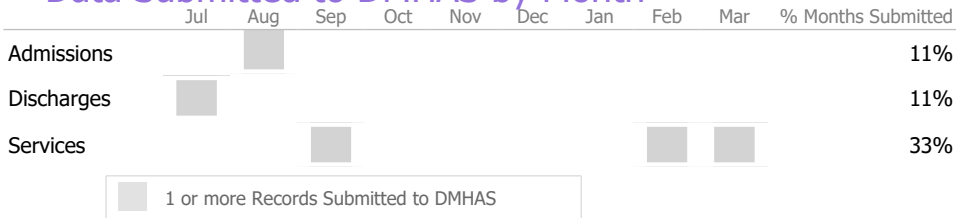
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 15     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 30     | 20       | 50% ▲      |
| Admits         | 9      | -        |            |
| Discharges     | -      | 3        | -100% ▼    |
| Service Hours  | 443    | 474      | -7%        |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 28     | 93%      | 85%    | 88%       | 8%             |

### Service Utilization

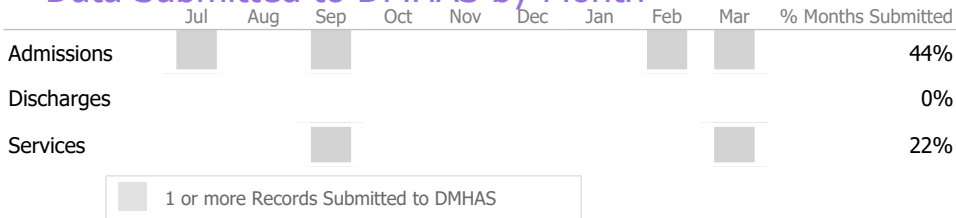
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 29     | 97%      | 90%    | 97%       | 7%             |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 27     | 30       | -10%       |
| Admits         | -      | 1        | -100% ▼    |
| Discharges     | 3      | 3        | 0%         |
| Service Hours  | 434    | 1,326    | -67% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 26     | 96%      | 85%    | 88%       | 11% ▲          |

### Service Utilization

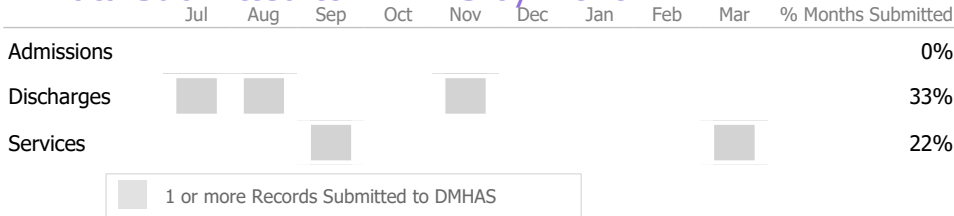
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 24     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 134    | 162      | -17% ▼     |
| Admits         | 17     | 25       | -32% ▼     |
| Discharges     | 33     | 43       | -23% ▼     |
| Service Hours  | 3,061  | 5,296    | -42% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 84%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 84%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 100%   | 96%       |
| SA Screen Complete     | 100%   | 95%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 15     | 45%      | 65%    | 57%       | -20% ▼         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 127    | 95%      | 60%    | 80%       | 35% ▲          |
| Stable Living Situation           |                    | 123    | 92%      | 80%    | 87%       | 12% ▲          |
| Employed                          |                    | 26     | 19%      | 20%    | 14%       | -1%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 100    | 99%      | 90%    | 98%       | 9%             |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     | ■   | ■   | ■   | ■   | ■   |     | ■   | ■   | 78%                |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Services   |     | ■   | ■   |     |     |     | ■   | ■   | ■   | 56%                |

■ 1 or more Records Submitted to DMHAS

▲ > 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 | 25     | 26       | -4%        |
| Admits         | 3      | 4        | -25% ▼     |
| Discharges     | 5      | 6        | -17% ▼     |
| Service Hours  | 388    | 344      | 13% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 24     | 96%      | 85%    | 95%       | 11% ▲          |

### Service Utilization

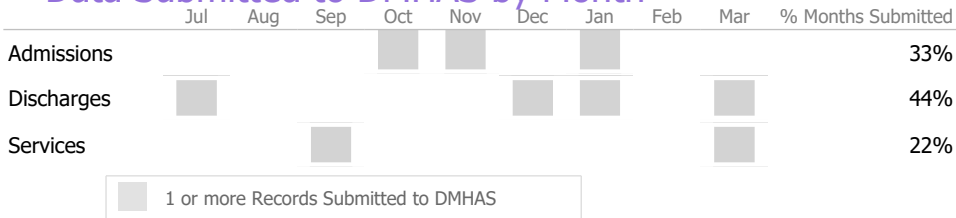
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 20     | 100%     | 90%    | 96%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 34     | 35       | -3%        |
| Admits         | -      | -        |            |
| Discharges     | 7      | 1        | 600% ▲     |
| Service Hours  | 331    | 477      | -31% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 33     | 97%      | 85%    | 88%       | 12% ▲          |

### Service Utilization

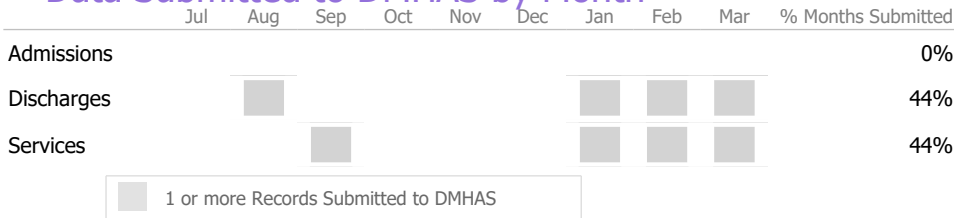
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 27     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 15     | 15       | 0%         |
| Admits         | 2      | -        |            |
| Discharges     | 2      | 2        | 0%         |
| Service Hours  | 371    | 236      | 57% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 15     | 100%     | 85%    | 95%       | 15% ▲          |

### Service Utilization

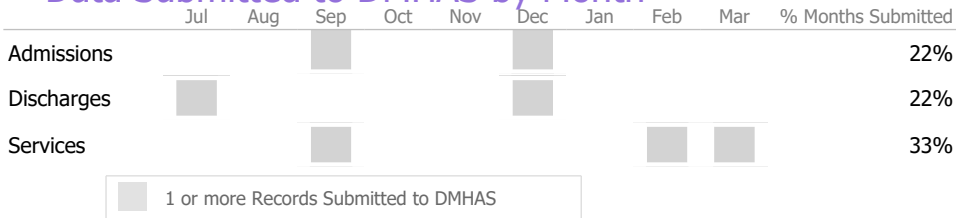
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 13     | 100%     | 90%    | 96%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 10       | 0%         |
| Admits         | 1      | 2        | -50% ▼     |
| Discharges     | 3      | -        |            |
| Service Hours  | 327    | 76       |            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 9      | 90%      | 85%    | 95%       | 5%             |

### Service Utilization

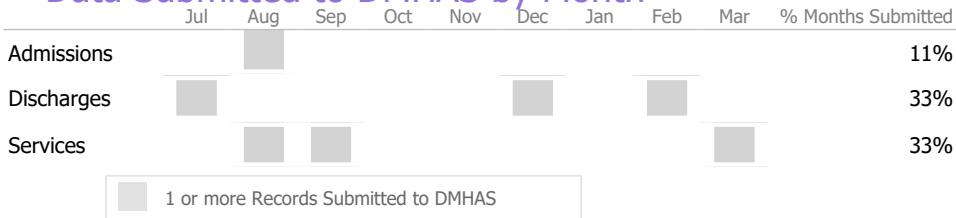
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 7      | 100%     | 90%    | 96%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9      | 10       | -10%       |
| Admits         | -      | -        |            |
| Discharges     | -      | 1        | -100% ▼    |
| Service Hours  | 385    | 206      | 87% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 9      | 100%     | 85%    | 95%       | 15% ▲          |

### Service Utilization

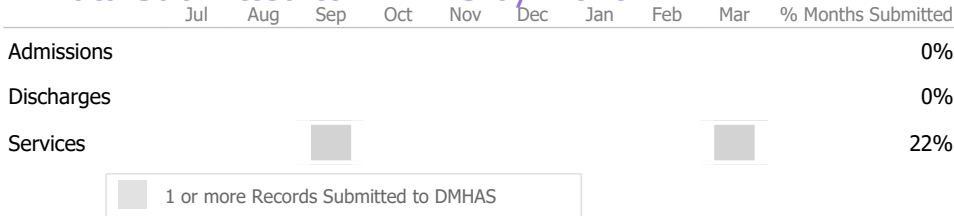
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 9      | 100%     | 90%    | 96%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9      | 10       | -10%       |
| Admits         | -      | -        |            |
| Discharges     | 1      | 1        | 0%         |
| Service Hours  | 177    | 251      | -29% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 9      | 100%     | 85%    | 88%       | 15% ▲          |

### Service Utilization

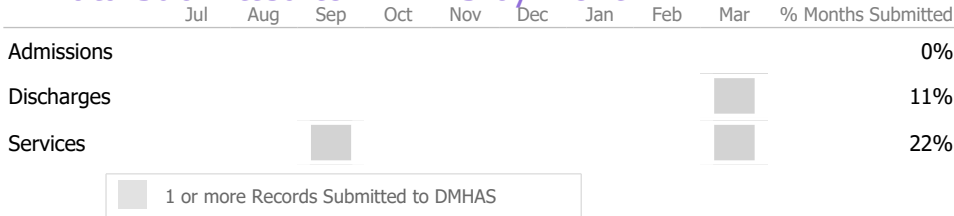
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 8      | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5      | 6        | -17% ▼     |
| Admits         | 1      | 2        | -50% ▼     |
| Discharges     | -      | 3        | -100% ▼    |
| Service Hours  | 68     | 45       | 52% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 5      | 100%     | 85%    | 95%       | 15% ▲          |

### Service Utilization

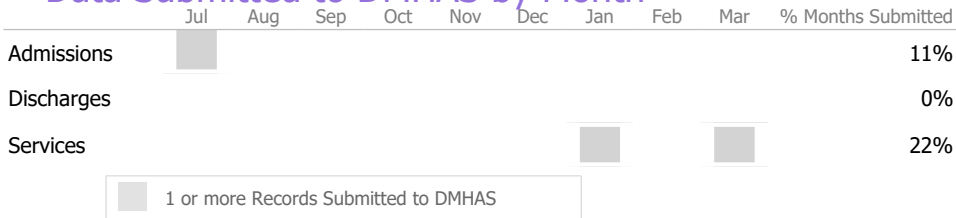
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 5      | 100%     | 90%    | 96%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 160    | 187      | -14% ▼     |
| Admits         | 37     | 67       | -45% ▼     |
| Discharges     | 80     | 45       | 78% ▲      |
| Service Hours  | 2,302  | 3,469    | -34% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed                        |                    | 63     | 39%      | 35%    | 47%       | 4%             |

### Service Utilization

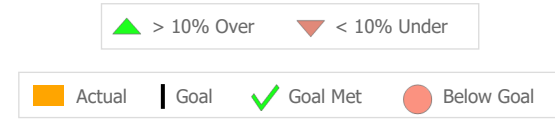
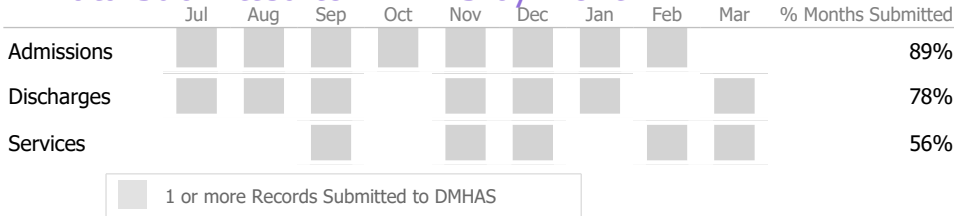
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 81     | 99%      | 90%    | 96%       | 9%             |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 92%       |

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 91%       |

### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs



### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 149    | 161      | -7%        |
| Admits         | 15     | 10       | 50% ▲      |
| Discharges     | 18     | 17       | 6%         |
| Service Hours  | 1,272  | 1,436    | -11% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 139    | 93%      | 85%    | 88%       | 8%             |

### Service Utilization

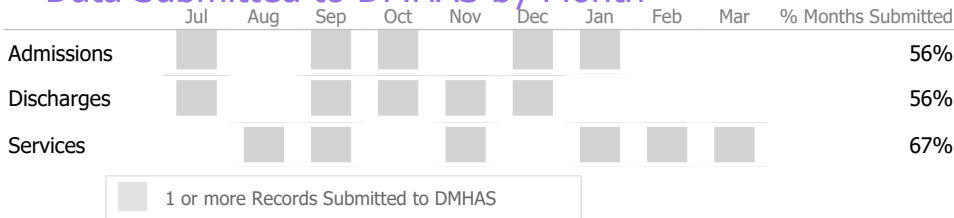
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 129    | 98%      | 90%    | 97%       | 8%             |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

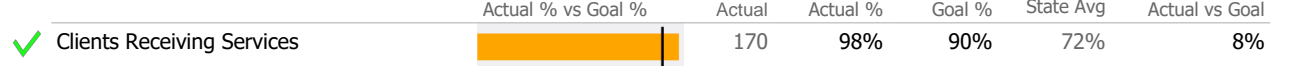
\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

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

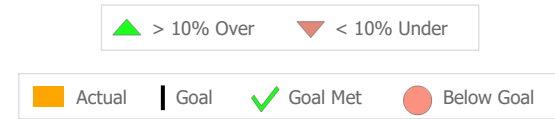
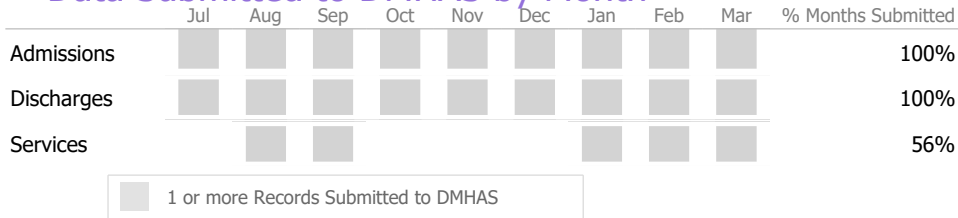
### Program Activity

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 234    | 281      | -17% ▼     |
| Admits                    | 50     | 33       | 52% ▲      |
| Discharges                | 65     | 28       | 132% ▲     |
| Service Hours             | 10,362 | 23,692   | -56% ▼     |
| Social Rehab/PHP/IOP Days | 5,899  | 1,492    | 295% ▲     |

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 34 Active Social Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 29     | 42       | -31% ▼     |
| Admits         | 6      | 1        | 500% ▲     |
| Discharges     | 3      | 19       | -84% ▼     |
| Service Hours  | 208    | 215      | -3%        |

### Recovery

| National Recovery Measures (NOMS) |                         | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓                                 | Stable Living Situation |                    | 28     | 97%      | 85%    | 88%       | 12% ▲          |

### Service Utilization

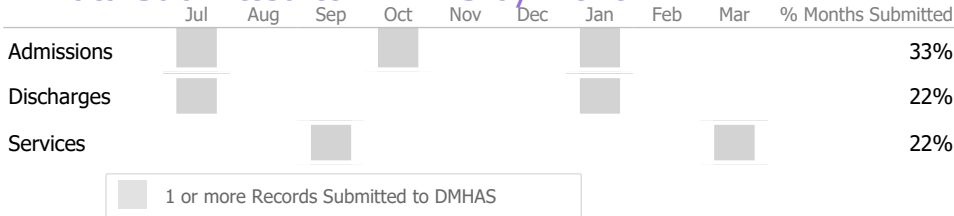
|   |                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Clients Receiving Services |                    | 26     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 83%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 34     | 46       | -26% ▼     |
| Admits         | 2      | 3        | -33% ▼     |
| Discharges     | 2      | 13       | -85% ▼     |
| Service Hours  | 812    | 609      | 33% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 34     | 100%     | 85%    | 95%       | 15% ▲          |

### Service Utilization

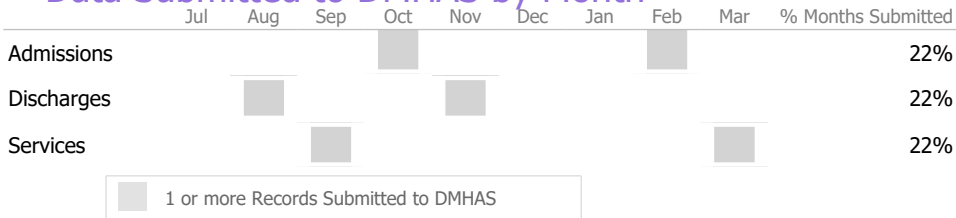
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 32     | 100%     | 90%    | 96%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs