Multiple Races

▲ > 10% Over State Avg

0%

3

▼ > 10% Under State Avg

1%

Provider Activity Consumer Satisfaction Survey (Based on 278 FY21 Surveys) 1 Yr Ago Variance % Monthly Trend Actual Measure **Ouestion Domain** Satisfied % vs Goal% Satisfied % Goal % State Ava **Unique Clients** 1,555 -4% 1,624 Participation in Treatment 86% 80% 92% Admits 1,785 1,768 1% **Quality and Appropriateness** 78% 80% 93% Recovery 77% 80% 79% 1,795 -2% Discharges 1,761 Overall 76% 80% 91% Service Hours -31% ▼ 2,578 3,737 General Satisfaction 92% 76% 80% **Bed Days** 32,320 21,848 48% Outcome 75% 80% 83% **-43%** ▼ 723 1,268 S.Rehab/PHP/IOP 75% 80% 91% Respect Access 73% 80% 88% > 10% Over 1 Yr Ago → > 10% Under 1Yr Ago Satisfied % Goal % 0-80% 80-100% Goal Met Under Goal Clients by Level of Care Client Demographics Program Type Level of Care Type % Addiction Gender Age # % State Avg % State Ava **Residential Services** 1,113 62.9% 80% 7% Male 1,239 59% 18-25 106 10% Outpatient 319 18.0% Female | 312 20% 41% 26-34 30% 22% 470 IOP 61 3.4% Transgender 0% 35-44 463 30% 23% Medication Assisted Treatment 53 3.0% 19% 45-54 295 19% **Forensic SA** 55-64 198 13% 19% **Race** % State Avg Forensics Community-based 172 9.7% 65+ 23 1% 8% 73% White/Caucasian 1,139 62% Case Management 52 2.9% **Ethnicity** Black/African American 228 15% 17% State Avg # % Other 128 8% 13% Non-Hispanic 1,247 80% 🔺 68% Unknown 34 2% 6% Hisp-Puerto Rican 184 12% 11% Am. Indian/Native Alaskan 12 1% 0% 8% Hispanic-Other 62 4% Asian 0% 1% Unknown 52 3% 12% Hawaiian/Other Pacific Islander 0% 0%

0%

Unique Clients | State Avg

3 0%

1%

0%

Hispanic-Mexican

Hispanic-Cuban

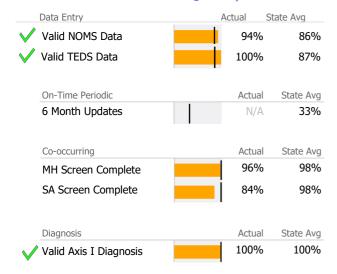
Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Addiction - Residential Services - Transitional/Halfway House 3.1

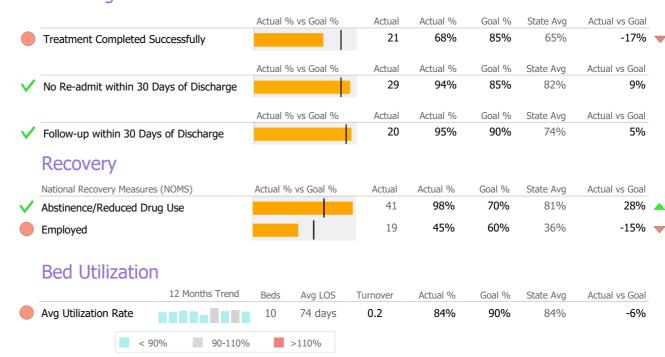
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 42 | 39 | 8% |
| Admits | 37 | 32 | 16% 🔺 |
| Discharges | 31 | 35 | -11% 🔻 |
| Bed Days | 2,302 | 2,145 | 7% |

Data Submission Quality



Discharge Outcomes







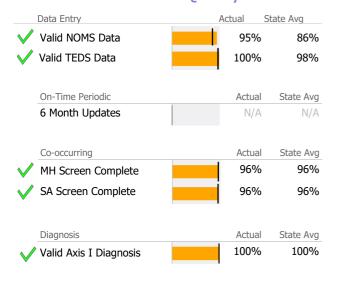
^{*} State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

Program Activity Discharge Outcomes Variance % Measure Actual 1 Yr Ago Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal **Unique Clients** 34 24 42% 12 50% 85% 65% -35% Treatment Completed Successfully 25 Admits 14 79% 🔺 Actual % vs Goal % Goal % Actual Actual % State Avg Actual vs Goal Discharges 24 19 26% 21 88% 85% 82% 3% No Re-admit within 30 Days of Discharge 45% **Bed Days** 2,319 1,597 Actual % vs Goal % Actual % Actual vs Goal Actual Goal % State Avg Follow-up within 30 Days of Discharge 11 92% 90% 74% 2% **Data Submission Quality** Recovery Data Entry Actual State Avg National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal Valid NOMS Data 93% 86% 32 94% 70% 24% Abstinence/Reduced Drug Use 81% Valid TEDS Data 100% 87% 6 18% 60% 36% -42% **Employed** On-Time Periodic State Avg Actual **Bed Utilization** 6 Month Updates N/A 33% 12 Months Trend Avg LOS Turnover Actual % Goal % State Ava Actual vs Goal Avg Utilization Rate 0.2 77% 90% 84% -13% **V** 110 days Co-occurring Actual State Avg 100% 98% MH Screen Complete < 90% 90-110% >110% SA Screen Complete 100% 98% Diagnosis Actual State Avg ✓ Valid Axis I Diagnosis 100% 100% Data Submitted to DMHAS by Month Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 100% 100% Discharges ✓ Goal Met Actual Goal Below Goal 1 or more Records Submitted to DMHAS * State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 736 | 649 | 13% | • |
| Admits | 893 | 800 | 12% | • |
| Discharges | 886 | 795 | 11% | • |
| Bed Days | 3,614 | 3,393 | 7% | |

Data Submission Quality



Discharge Outcomes



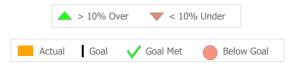
Bed Utilization



>110%

90-110%





^{*} State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

SCADD

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

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

Program Activity Discharge Outcomes Variance % Measure Actual 1 Yr Ago Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal **Unique Clients** 40 35 14% 22 73% 70% 69% 3% Treatment Completed Successfully 31 Admits 31 0% Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal 30 Discharges 28 7% 27 90% 85% 91% 5% No Re-admit within 30 Days of Discharge **Bed Days** 2,603 10% 2,364 Actual % vs Goal % Actual % Actual vs Goal Actual Goal % State Avg Follow-up within 30 Days of Discharge 13 59% 90% 69% -31% **Data Submission Quality** Recovery Data Entry Actual State Avg National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal 84% Valid NOMS Data 86% 33 82% 70% 66% 12% 🔺 Abstinence/Reduced Drug Use Valid TEDS Data 100% 93% **Bed Utilization** On-Time Periodic State Avg Actual 12 Months Trend Beds Avg LOS Turnover Actual % Goal % State Avg Actual vs Goal 6 Month Updates N/A 8% Avg Utilization Rate 106 days 90% 0.2 86% 89% -4% Co-occurring Actual State Avg < 90% 90-110% >110% 100% 95% MH Screen Complete SA Screen Complete 100% 92% Diagnosis Actual State Avg 100% 100% ✓ Valid Axis I Diagnosis Data Submitted to DMHAS by Month Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 89% 100% Discharges ✓ Goal Met Actual Goal Below Goal 1 or more Records Submitted to DMHAS

Program Activity Discharge Outcomes Variance % Measure Actual 1 Yr Ago Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal **Unique Clients** 369 176 110% 172 58% 70% 69% -12% Treatment Completed Successfully Admits 336 179 88% 🔺 Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal 297 92% 🔺 Discharges 155 260 88% 85% 91% 3% No Re-admit within 30 Days of Discharge **Bed Days** 18,702 10,098 85% Actual % vs Goal % Actual % Actual vs Goal Actual Goal % State Avg Follow-up within 30 Days of Discharge 121 70% 90% 69% -20% **Data Submission Quality** Recovery Data Entry Actual State Avg National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal Valid NOMS Data 76% 86% 210 56% 70% 66% -14% Abstinence/Reduced Drug Use Valid TEDS Data 100% 93% **Bed Utilization** On-Time Periodic State Avg Actual 12 Months Trend Beds Avg LOS Turnover Actual % Goal % State Avg Actual vs Goal 6 Month Updates N/A 8% Avg Utilization Rate 90% 90% 69 days 0.1 89% 0% Co-occurring Actual State Avg >110% < 90% 90-110% 92% 95% MH Screen Complete SA Screen Complete 92% 92% Diagnosis Actual State Avg ✓ Valid Axis I Diagnosis 100% 100% Data Submitted to DMHAS by Month Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 100% 100% Discharges ✓ Goal Met Actual Goal Below Goal 1 or more Records Submitted to DMHAS * State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

* State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

1 or more Records Submitted to DMHAS

SCADD

Program Activity Discharge Outcomes Variance % Measure Actual 1 Yr Ago Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal **Unique Clients** 55 48 15% 30 68% 85% 65% -17% Treatment Completed Successfully 45 7% Admits 42 Actual % vs Goal % Goal % Actual Actual % State Avg Actual vs Goal Discharges 44 40 10% 38 86% 85% 82% 1% No Re-admit within 30 Days of Discharge **Bed Days** 2,780 24% 2,251 Actual % vs Goal % Actual % Actual vs Goal Actual Goal % State Avg Follow-up within 30 Days of Discharge 22 73% 90% 74% -17% **Data Submission Quality** Recovery Data Entry Actual State Avg National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal Valid NOMS Data 76% 86% 52 93% 70% 81% 23% 🔺 Abstinence/Reduced Drug Use Valid TEDS Data 100% 87% 8 14% 60% 36% -46% -**Employed** On-Time Periodic State Avg Actual **Bed Utilization** 6 Month Updates N/A 33% 12 Months Trend Avg LOS Turnover Actual % Goal % State Ava Actual vs Goal Avg Utilization Rate 71 days 0.2 78% 90% 84% -12% **V** Co-occurring Actual State Avg 94% 98% MH Screen Complete < 90% 90-110% >110% SA Screen Complete 92% 98% Diagnosis Actual State Avg Valid Axis I Diagnosis 100% 100% Data Submitted to DMHAS by Month Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 100% 100% Discharges ✓ Goal Met Actual Goal Below Goal

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

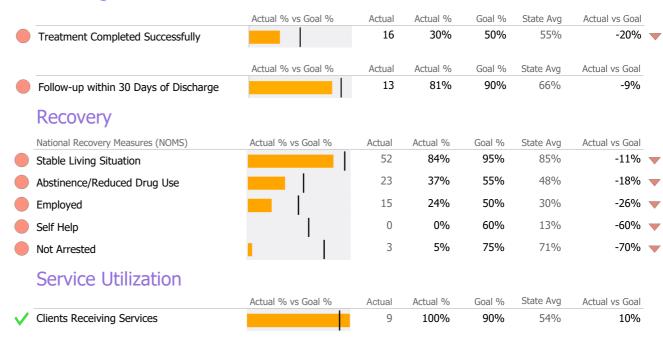
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|------------------------------|--------|----------|------------|---|
| Unique Clients | 61 | 70 | -13% | • |
| Admits | 58 | 67 | -13% | • |
| Discharges | 53 | 64 | -17% | • |
| Service Hours | 44 | 167 | -74% | • |
| Social Rehab/PHP/IOP Days | 723 | 1,268 | -43% | • |

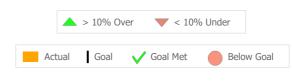
Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-------------|
| Valid NOMS Data | 42% | 83% |
| ✓ Valid TEDS Data | 100% | 86% |
| On-Time Periodic | Actua | l State Avg |
| 6 Month Updates | N/A | 0% |
| Co-occurring | Actua | I State Avg |
| ✓ MH Screen Complete | 100% | 85% |
| ✓ SA Screen Complete | 100% | 86% |
| | | |
| Diagnosis | Actua | State Avg |
| ✓ Valid Axis I Diagnosis | 100% | 100% |

Discharge Outcomes







^{*} State Avg based on 58 Active Standard IOP Programs

SCADD

Addiction - Outpatient - Standard Outpatient

Program Activity Discharge Outcomes Variance % Actual % Measure Actual 1 Yr Ago Actual % vs Goal % Actual Goal % State Ava Actual vs Goal **Unique Clients** 319 563 -43% **T** 117 46% 50% 50% -4% Treatment Completed Successfully Admits 249 479 **-48% ** Recovery 255 Discharges 479 **-47% ▼** National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal Service Hours 1,899 3,162 **-40% ** 184 54% 55% 42% -1% Abstinence/Reduced Drug Use 50% 33% -9% 140 41% **Employed Data Submission Quality** Stable Living Situation 279 82% 95% 75% -13% Data Entry Actual State Avg 31 9% 15% 60% -51% Self Help Valid NOMS Data 52% 87% 47 14% 75% 76% -61% Not Arrested Valid TEDS Data 99% 85% Service Utilization On-Time Periodic State Avg Actual State Avg Actual % vs Goal % Actual % Goal % Actual vs Goal Actual 6 Month Updates 100% 15% Clients Receiving Services 85 99% 90% 58% 9% Service Engagement Co-occurring Actual State Avg 100% 92% MH Screen Complete Outpatient Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal SA Screen Complete 100% 93% 166 71% 75% 65% -4% 2 or more Services within 30 days Diagnosis Actual State Avg 100% 99% ✓ Valid Axis I Diagnosis Data Submitted to DMHAS by Month Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 100% 100% Discharges Actual Goal ✓ Goal Met Below Goal Services 100% * State Avg based on 108 Active Standard Outpatient Programs 1 or more Records Submitted to DMHAS

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Forensic SA - Case Management - Standard Case Management

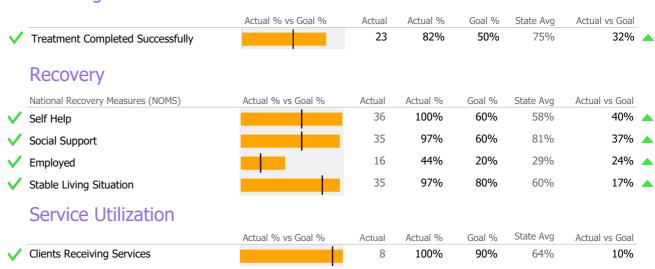
Program Activity

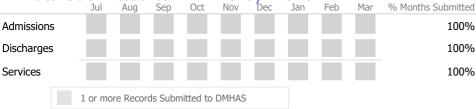
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|--|
| Unique Clients | 36 | 38 | -5% | |
| Admits | 26 | 27 | -4% | |
| Discharges | 28 | 31 | -10% | |
| Service Hours | 344 | 176 | 95% 🔺 | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 4% |

Discharge Outcomes







^{*} State Avg based on 8 Active Standard Case Management Programs

Forensic SA - Case Management - Standard Case Management

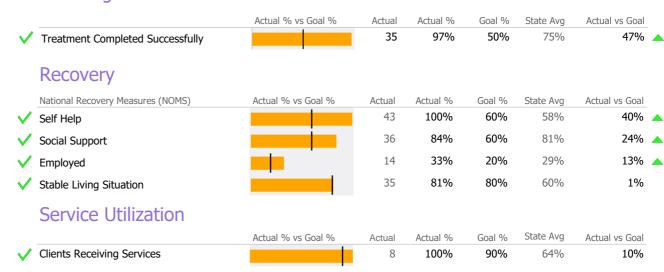
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 42 | 31 | 35% | • |
| Admits | 33 | 27 | 22% | • |
| Discharges | 36 | 23 | 57% | • |
| Service Hours | 78 | 45 | 72% | • |

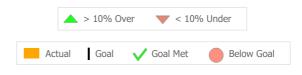
Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------------|
| ✓ Valid NOMS Data | 10 | 99% |
| On-Time Periodic | Ac | ctual State Avg |
| 6 Month Updates | 10 | 00% 4% |

Discharge Outcomes







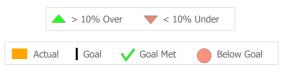
^{*} State Avg based on 8 Active Standard Case Management Programs

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 135 | 178 | -24% | • |
| Admits | - | 11 | -100% | • |
| Discharges | 17 | 39 | -56% | • |





^{*} State Avg based on 16 Active Pre-trial Intervention Programs Programs

1 or more Records Submitted to DMHAS

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

* State Avg based on 20 Active Buprenorphine Maintenance Programs

Program Activity Discharge Outcomes Variance % Actual % State Avg Measure Actual 1 Yr Ago Actual % vs Goal % Actual Goal % Actual vs Goal **Unique Clients** 53 45 18% Treatment Completed Successfully 13 43% 50% 44% -7% 27 4% Admits 26 Recovery Discharges 30 20 50% National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal Service Hours 214 162 32% 45 85% 55% 44% 30% 🔺 Abstinence/Reduced Drug Use 51 96% 95% 63% 1% Stable Living Situation **Data Submission Quality** 20 38% 50% 22% -12% **Employed** Data Entry Actual State Avg 20 38% -22% -60% 15% Self Help Valid NOMS Data 72% 92% -35% 🔻 21 40% 75% 66% Not Arrested Valid TEDS Data 100% 90% Service Utilization On-Time Periodic Actual State Avg Goal % State Avg Actual vs Goal Actual % vs Goal % Actual % Actual 6 Month Updates 100% 28% Clients Receiving Services 17 74% 90% 38% -16% Co-occurring Actual State Avg 100% 76% MH Screen Complete SA Screen Complete 100% 93% Diagnosis Actual State Avg 100% 100% ✓ Valid Axis I Diagnosis Data Submitted to DMHAS by Month Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 89% 100% Discharges ✓ Goal Met Actual Goal Below Goal Services 100%

Admissions

Discharges

Oct Nov

1 or more Records Submitted to DMHAS

Mar

% Months Submitted

0%

0%

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity Discharge Outcomes Measure Actual 1 Yr Ago Variance % Actual % vs Goal % Actual Actual % Goal % State Ava Actual vs Goal **Unique Clients** N/A N/A 50% 54% N/A Treatment Completed Successfully Admits Recovery Discharges National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal Service Hours N/A N/A 55% 65% -55% -Abstinence/Reduced Drug Use 50% 47% -50% N/A N/A **Employed Data Submission Quality** -75% -Not Arrested N/A N/A 75% 92% Data Entry Actual State Avg 38% -60% -N/A N/A 60% Self Help Valid NOMS Data N/A 95% 95% -95% -N/A N/A 83% Stable Living Situation Valid TEDS Data N/A 93% Service Utilization On-Time Periodic State Avg Actual Goal % State Avg Actual vs Goal Actual % vs Goal % Actual % Actual 6 Month Updates N/A 23% Clients Receiving Services N/A N/A 90% 84% N/A 🔻 Co-occurring Actual State Avg N/A 79% MH Screen Complete SA Screen Complete N/A 91% Data Submitted to DMHAS by Month

> 10% Over

Goal

Actual

< 10% Under</p>

Below Goal

✓ Goal Met

* State Avg based on 6 Active Naltrexone Programs

1 or more Records Submitted to DMHAS

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity Service Utilization Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal Measure Actual 1 Yr Ago Variance % Clients Receiving Services 0 0% 90% 79% N/A 🔻 **Unique Clients** 38 62 -39% 🔻 25 Admits 21 19% 🔺 Discharges 30 51 -41% **-**Service Hours 22 -100% Jail Diversion Actual % vs Goal % Actual % Goal % Actual vs Goal Actual State Avg 0% 69% 0% 0% Follow-up Service within 48 hours Data Submitted to DMHAS by Month Sep % Months Submitted Mar > 10% Over < 10% Under</p> Admissions 89% Discharges 89% Goal Below Goal Services 11% * State Avg based on 5 Active Court Liaison-Jail Diversion Programs