

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| Upward | Unique Clients | 249 | 273 | -9% |
| Downward | Admits | 85 | 122 | -30% ▼ |
| Upward | Discharges | 105 | 109 | -4% |
| Downward | Service Hours | 682 | 960 | -29% ▼ |
| Upward | Bed Days | 840 | 861 | -2% |

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

Consumer Satisfaction Survey

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | 92% Goal 80% | 92% | 80% | 92% |
| ✓ Respect | 89% Goal 80% | 89% | 80% | 91% |
| ✓ General Satisfaction | 89% Goal 80% | 89% | 80% | 92% |
| ✓ Quality and Appropriateness | 88% Goal 80% | 88% | 80% | 93% |
| ✓ Overall | 82% Goal 80% | 82% | 80% | 91% |
| ● Access | 76% Goal 80% | 76% | 80% | 88% |
| ● Outcome | 70% Goal 80% | 70% | 80% | 83% |
| ● Recovery | 58% Goal 80% | 58% | 80% | 79% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|-------|
| Mental Health | | | |
| | Outpatient | 182 | 72.8% |
| | Crisis Services | 68 | 27.2% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------|--------|------|-------------|--------|-----|-----|-----------|
| | Female | Male | Transgender | | 135 | 54% | 41% |
| 18-25 | 24 | 10% | 10% | | 114 | 46% | 59% |
| 26-34 | 49 | 20% | 22% | | | | |
| 35-44 | 43 | 17% | 23% | | | | |
| 45-54 | 58 | 23% | 19% | | | | |
| 55-64 | 58 | 23% | 19% | | | | |
| 65+ | 17 | 7% | 8% | | | | |

| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
|-------------------|-----------------|------------------------|-----------|------|---------------------------|-------|----------------|
| | White/Caucasian | Black/African American | Other | | Am. Indian/Native Alaskan | Asian | Multiple Races |
| Non-Hispanic | 205 | 82% | ▲ 68% | | 4 | 2% | 0% |
| Hisp-Puerto Rican | 23 | 9% | 11% | | 4 | 2% | 1% |
| Unknown | 12 | 5% | 12% | | 1 | 0% | 1% |
| Hispanic-Other | 7 | 3% | 8% | | 1 | 0% | 0% |
| Hispanic-Cuban | 1 | 0% | 0% | | 1 | 0% | 0% |
| Hispanic-Mexican | 1 | 0% | 1% | | | | |

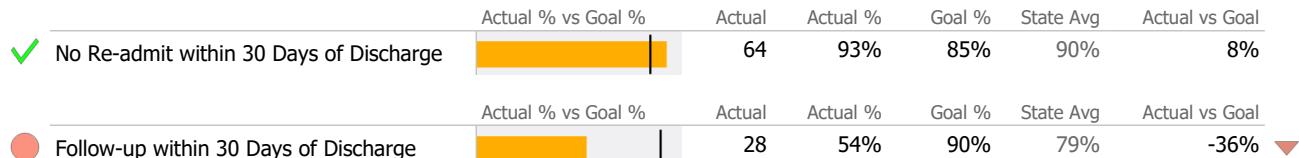
■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

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

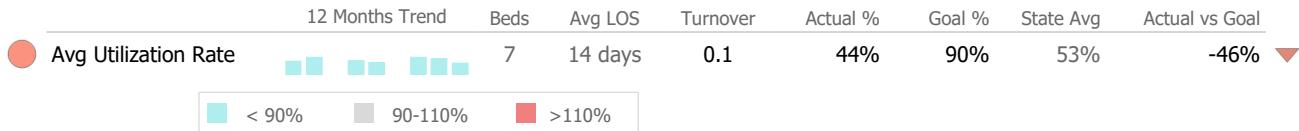
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 68 | 82 | -17%  |
| Admits | 66 | 83 | -20%  |
| Discharges | 69 | 81 | -15%  |
| Bed Days | 840 | 861 | -2%  |

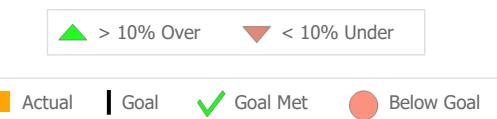
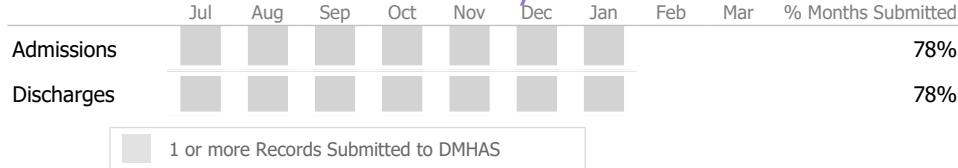
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 10 Active Respite Bed Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 182 | 191 | -5% |
| Admits | 19 | 39 | -51% ▼ |
| Discharges | 36 | 28 | 29% ▲ |
| Service Hours | 682 | 960 | -29% ▼ |

Data Submission Quality

| Data Entry | | Actual | State Avg |
|--------------------------|--|--------|-----------|
| ✓ Valid NOMS Data | | 99% | 88% |
| On-Time Periodic | | Actual | State Avg |
| ✓ 6 Month Updates | | 98% | 53% |
| Co-occurring | | Actual | State Avg |
| ✓ MH Screen Complete | | 100% | 90% |
| ✓ SA Screen Complete | | 95% | 90% |
| 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 | <div style="width: 10%; background-color: orange;"></div> | 3 | 8% | 50% | 41% | -42% ▼ |
| Recovery | | | | | | |
| ✓ Social Support | <div style="width: 75%; background-color: orange;"></div> | 136 | 75% | 60% | 61% | 15% ▲ |
| ● Stable Living Situation | <div style="width: 93%; background-color: orange;"></div> | 170 | 93% | 95% | 72% | -2% |
| ● Employed | <div style="width: 25%; background-color: orange;"></div> | 46 | 25% | 30% | 25% | -5% |

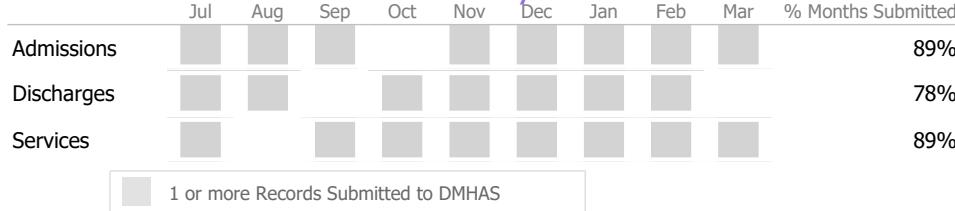
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|---|
| ✓ Clients Receiving Services | <div style="width: 97%; background-color: orange;"></div> | 142 | 97% | 90% | 82% | 7% ▲ |

Service Engagement

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|---|--------|----------|--------|-----------|---|
| ● 2 or more Services within 30 days | <div style="width: 26%; background-color: orange;"></div> | 5 | 26% | 75% | 78% | -49% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 74 Active Standard Outpatient Programs