

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 50 | 52 | -4% |
| | Admits | 4 | 6 | -33% ▼ |
| | Discharges | 3 | 6 | -50% ▼ |
| | Service Hours | 2,317 | 2,417 | -4% |

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

Consumer Satisfaction Survey

(Based on 29 FY21 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Respect | | 100% | 80% | 91% |
| ✓ General Satisfaction | | 97% | 80% | 92% |
| ✓ Participation in Treatment | | 96% | 80% | 92% |
| ✓ Quality and Appropriateness | | 93% | 80% | 93% |
| ✓ Overall | | 90% | 80% | 91% |
| ✓ Access | | 90% | 80% | 88% |
| ✓ Outcome | | 89% | 80% | 83% |
| ● Recovery | | 78% | 80% | 79% |

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | | | |
| Case Management | | 50 | 100.0% |

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

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
| 18-25 | 1 | 2% | 10% | Male | 36 | 72% | 59% |
| 26-34 | 5 | 10% | 22% | Female | 14 | 28% | 41% |
| 35-44 | 4 | 8% | 23% | Transgender | | | 0% |
| 45-54 | 9 | 18% | 18% | | | | |
| 55-64 | 19 | 38% | 18% | | | | |
| 65+ | 13 | 26% | 8% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 47 | 94% | 68% | White/Caucasian | 37 | 74% | 61% |
| Hisp-Puerto Rican | 2 | 4% | 11% | Black/African American | 13 | 26% | 17% |
| Hispanic-Other | 1 | 2% | 9% | Am. Indian/Native Alaskan | | | 0% |
| Hispanic-Cuban | | | 0% | Asian | | | 1% |
| Hispanic-Mexican | | | 1% | Multiple Races | | | 1% |
| Unknown | | | 12% | Hawaiian/Other Pacific Islander | | | 0% |
| | | | | Other | | | 13% |
| | | | | Unknown | | | 6% |

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21 | 22 | -5% |
| Admits | 2 | 2 | 0% |
| Discharges | - | 3 | -100% ▼ |
| Service Hours | 966 | 1,108 | -13% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 15% | 21 | 100% | 85% | 95% | ▲ 15% |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 10% | 21 | 100% | 90% | 98% | ▲ 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 99% | 99% |
| On-Time Periodic | | |
| ✓ 6 Month Updates | 95% | 88% |

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 | 29 | 30 | -3% |
| Admits | 2 | 4 | -50% ▼ |
| Discharges | 3 | 3 | 0% |
| Service Hours | 1,351 | 1,308 | 3% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 28 | 97% | 85% | 87% | 12% | ▲ |

Service Utilization

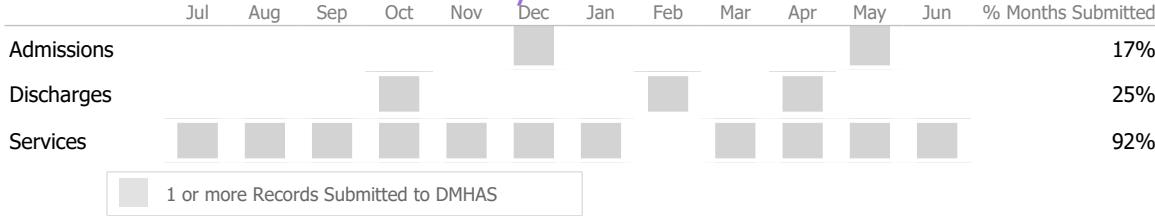
| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 26 | 100% | 90% | 97% | 10% | |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | 96% | 85% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs