

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	148	125	18%	▲
	Admits	31	18	72%	▲
	Discharges	15	13	15%	▲
	Service Hours	26	142	-82%	▼
	Bed Days	26,584	18,032	47%	▲

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

### Consumer Satisfaction Survey

(Based on 98 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		87%	80%	91%
✓ Quality and Appropriateness		83%	80%	93%
✓ General Satisfaction		80%	80%	92%
● Overall		78%	80%	91%
● Participation in Treatment		75%	80%	92%
● Access		65%	80%	88%
● Recovery		58%	80%	79%
● Outcome		51%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	87	55.8%
	Case Management	69	44.2%

### Client Demographics

Age	#	%	State Avg
18-25	14	10%	10%
26-34	30	21%	21%
35-44	28	19%	23%
45-54	37	25%	19%
55-64	24	16%	20%
65+	13	9%	8%

Gender	#	%	State Avg
Male	86	58%	58%
Female	62	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	96	65%	69%
Hispanic-Other	52	35%	▲ 8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	104	70%	62%
Black/African American	36	24%	17%
Multiple Races	3	2%	1%
Other	3	2%	12%
Am. Indian/Native Alaskan	1	1%	1%
Unknown	1	1%	6%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	1	0%
Discharges	2	-	
Service Hours	-	52	-100% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	15%	85%	88%	-70% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	91%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% 97%
On-Time Periodic	Actual	State Avg
6 Month Updates		60% 84%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	22	9%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	5	70	-92% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		17	71%	85%	95%	-14% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	9%	90%	89%	-81% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		84%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

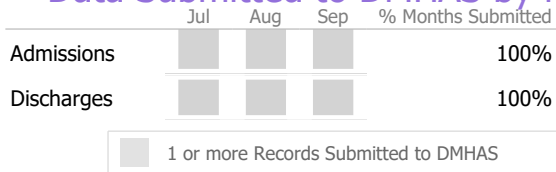
Actual Goal Goal Met Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	58	50% ▲
Admits	20	9	122% ▲
Discharges	10	7	43% ▲
Bed Days	26,584	18,032	47% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on Active Shelter Programs

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

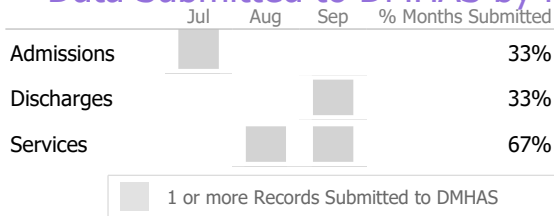
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	22	55% ▲
Admits	3	2	50% ▲
Discharges	2	-	
Service Hours	18	21	-12% ▼

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	67%	50%	88%	17% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Outreach & Engagement Programs

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

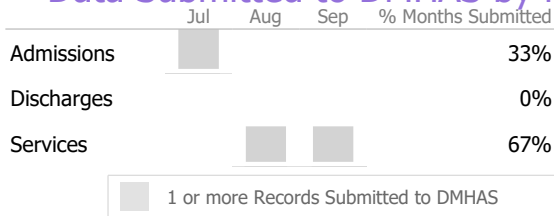
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	5	-	
Discharges	-	-	
Service Hours	2	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		4	80%	50%	88%	30% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on Active Outreach & Engagement Programs