

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 43     | 41       | 5%         |
|               | Admits         | 7      | 2        | 250% ▲     |
|               | Discharges     | 7      | 4        | 75% ▲      |
|               | Service Hours  | 356    | 238      | 50% ▲      |
|               | Bed Days       | 4,538  | 4,540    | 0%         |

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

### Consumer Satisfaction Survey

(Based on 34 FY22 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment  |                      | 100%        | 80%    | 92%       |
| ✓ Outcome                     |                      | 100%        | 80%    | 83%       |
| ✓ Recovery                    |                      | 100%        | 80%    | 79%       |
| ✓ Quality and Appropriateness |                      | 97%         | 80%    | 93%       |
| ✓ General Satisfaction        |                      | 97%         | 80%    | 92%       |
| ✓ Overall                     |                      | 97%         | 80%    | 91%       |
| ✓ Respect                     |                      | 97%         | 80%    | 91%       |
| ✓ Access                      |                      | 97%         | 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> | Residential Services | 29 | 67.4% |
|                      | Case Management      | 14 | 32.6% |

### Client Demographics

| Age               | #  | %     | State Avg | Gender                          | #  | %     | State Avg |
|-------------------|----|-------|-----------|---------------------------------|----|-------|-----------|
| 18-25             | 4  | 9%    | 9%        | Male                            | 31 | 72% ▲ | 58%       |
| 26-34             | 16 | 37% ▲ | 20%       | Female                          | 12 | 28% ▼ | 42%       |
| 35-44             | 8  | 19%   | 24%       | Transgender                     |    |       | 0%        |
| 45-54             | 7  | 16%   | 18%       |                                 |    |       |           |
| 55-64             | 5  | 12%   | 20%       |                                 |    |       |           |
| 65+               | 3  | 7%    | 9%        |                                 |    |       |           |
| Ethnicity         | #  | %     | State Avg | Race                            | #  | %     | State Avg |
| Non-Hispanic      | 30 | 70%   | 69%       | White/Caucasian                 | 24 | 56%   | 62%       |
| Hisp-Puerto Rican | 8  | 19%   | 11%       | Black/African American          | 9  | 21%   | 17%       |
| Hispanic-Other    | 4  | 9%    | 8%        | Other                           | 9  | 21%   | 13%       |
| Unknown           | 1  | 2%    | 11%       | Hawaiian/Other Pacific Islander | 1  | 2%    | 0%        |
| Hispanic-Cuban    |    |       | 0%        | Am. Indian/Native Alaskan       |    |       | 1%        |
| Hispanic-Mexican  |    |       | 1%        | Asian                           |    |       | 1%        |
|                   |    |       |           | Multiple Races                  |    |       | 1%        |
|                   |    |       |           | Unknown                         |    |       | 6%        |

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 12     | 9        | 33% ▲      |
| Admits         | 4      | 1        | 300% ▲     |
| Discharges     | 4      | 1        | 300% ▲     |
| Bed Days       | 1,339  | 1,471    | -9%        |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 98%    | 98%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 77%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 2      | 50%      | 80%    | 62%       | -30% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 4      | 100%     | 85%    | 91%       | 15% ▲          |
| Follow-up within 30 Days of Discharge   |                    | 2      | 100%     | 90%    | 76%       | 10%            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation           |                    | 12     | 100%     | 90%    | 98%       | 10%            |
| Social Support                    |                    | 8      | 67%      | 60%    | 86%       | 7%             |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 8    | 341 days | 0.4      | 91%      | 90%    | 88%       | 1%             |

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     | ■   | ■   |     | ■   | 50%                |
| Discharges | ■   |     |     | ■   | ■   |     | 50%                |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Group Home Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20     | 18       | 11% ▲      |
| Admits         | 2      | -        |            |
| Discharges     | 3      | 2        | 50% ▲      |
| Bed Days       | 3,199  | 3,069    | 4%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 85%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 78%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 3      | 100%     | 60%    | 69%       | 40% ▲          |
| Follow-up within 30 Days of Discharge |                    | 2      | 67%      | 90%    | 78%       | -23% ▼         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 20     | 100%     | 60%    | 85%       | 40% ▲          |
| Stable Living Situation           |                    | 20     | 100%     | 95%    | 95%       | 5%             |
| Employed                          |                    | 0      | 0%       | 25%    | 13%       | -25% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS    | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 18   | 1,432 days | 0.5      | 97%      | 90%    | 94%       | 7%             |

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     |     | ■   | ■   |     | 33%                |
| Discharges |     |     |     | ■   |     |     | 17%                |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 82 Active Supervised Apartments Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14     | 14       | 0%         |
| Admits         | 1      | 1        | 0%         |
| Discharges     | -      | 1        | -100% ▼    |
| Service Hours  | 356    | 238      | 50% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 14     | 100%     | 85%    | 86%       | 15% ▲          |

### Service Utilization

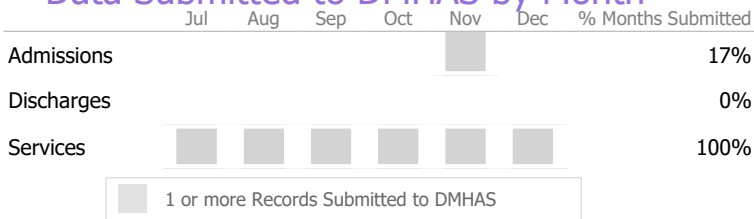
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 14     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 97%       |

| 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 110 Active Supportive Housing – Scattered Site Programs

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