

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	121	120	1%
	Admits	50	65	-23% ▼
	Discharges	45	47	-4%
	Service Hours	315	126	150% ▲
	Bed Days	5,311	4,516	18% ▲

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

### Consumer Satisfaction Survey

(Based on 61 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Access		87%	80%	88%
✓ Participation in Treatment		86%	80%	92%
✓ General Satisfaction		85%	80%	92%
● Respect		78%	80%	91%
● Recovery		60%	80%	79%
● Outcome		58%	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	63	50.4%
	Case Management	62	49.6%

### Client Demographics

Age	#	%	State Avg
18-25	4	3%	8%
26-34	21	18%	19%
35-44	27	23%	24%
45-54	28	23%	18%
55-64	24	20%	19%
65+	16	13%	10%

Gender	#	%	State Avg
Male	74	61%	59%
Female	47	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Hispanic-Other	113	93%	▲ 10%
Non-Hispanic	8	7%	▼ 65%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			▼ 14%

Race	#	%	State Avg
White/Caucasian	63	52%	60%
Multiple Races	31	26%	▲ 1%
Black/African American	21	17%	17%
Other	4	3%	12%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Unknown			8%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	50	15	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

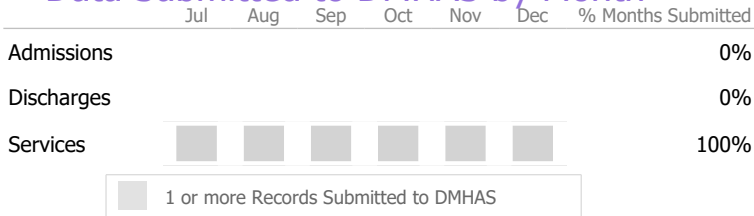
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% 98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 86%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Service Hours	93	65	43% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	86%	85%	92%	1%

### Service Utilization

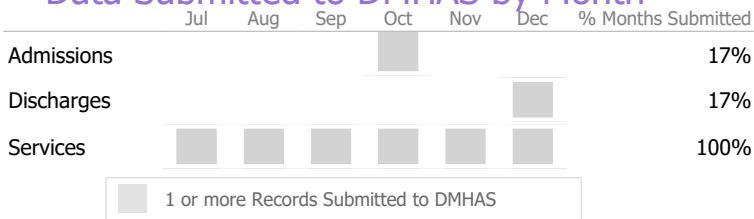
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

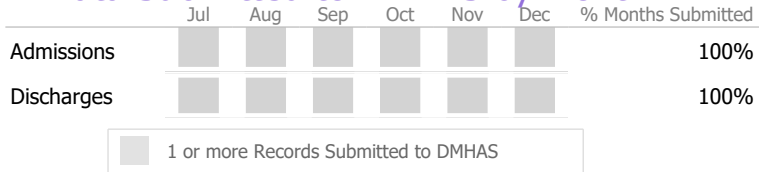
\* State Avg based on 68 Active Supportive Housing – Development Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	57	11% ▲
Admits	38	41	-7%
Discharges	36	29	24% ▲
Bed Days	5,311	4,516	18% ▲

### Data Submitted to DMHAS by Month



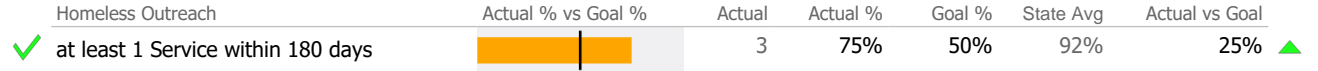
\* State Avg based on 5 Active Shelter Programs

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

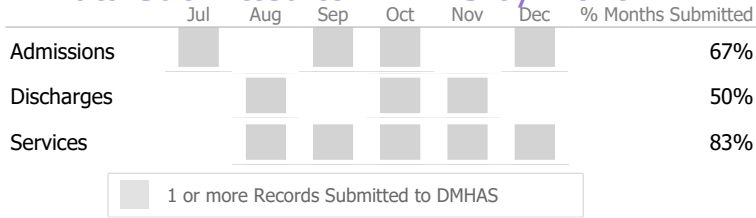
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	32	-31% ▼
Admits	4	12	-67% ▼
Discharges	5	11	-55% ▼
Service Hours	90	31	191% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 54 Active Outreach & Engagement Programs

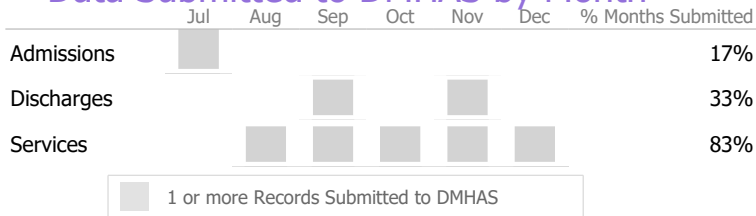
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	11	18% ▲
Admits	7	9	-22% ▼
Discharges	3	5	-40% ▼
Service Hours	81	15	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		7	100%	50%	92%	50% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 54 Active Outreach & Engagement Programs