

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	133	147	-10%
	Admits	64	94	-32% ▼
	Discharges	61	72	-15% ▼
	Service Hours	452	248	82% ▲
	Bed Days	8,049	7,017	15% ▲

▲ > 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	74	53.6%
	Case Management	64	46.4%

### Client Demographics

Age	#	%	State Avg
18-25	6	5%	9%
26-34	22	17%	20%
35-44	29	22%	25%
45-54	31	23%	18%
55-64	27	20%	19%
65+	17	13%	10%

Gender	#	%	State Avg
Male	81	61%	59%
Female	52	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Hispanic-Other	124	93% ▲	10%
Non-Hispanic	8	6% ▼	64%
Unknown	1	1% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	66	50%	59%
Multiple Races	32	24% ▲	1%
Black/African American	24	18%	17%
Other	8	6%	12%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	9%
Am. Indian/Native Alaskan			1%

■ 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	1	0%
Service Hours	73	36	101% ▲

### Recovery

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

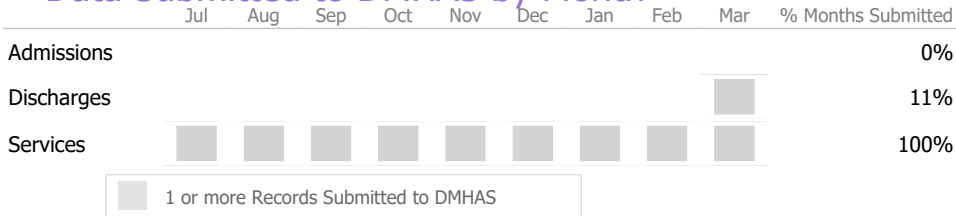
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	2	3	-33% ▼
Discharges	1	1	0%
Service Hours	152	126	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	85%	93%	10%

### Service Utilization

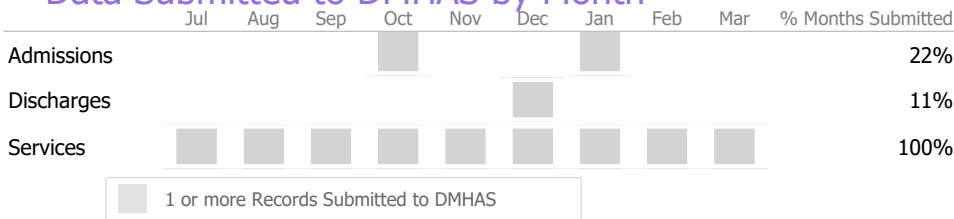
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

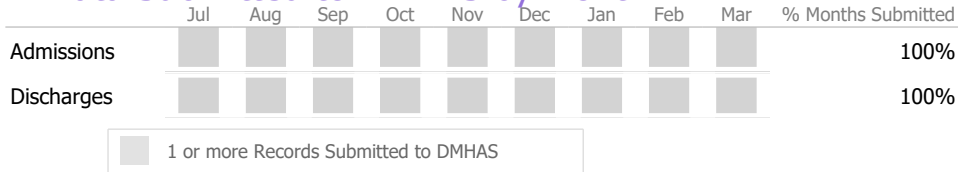
\* State Avg based on 68 Active Supportive Housing – Development Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	75	-1%
Admits	50	59	-15% ▼
Discharges	47	47	0%
Bed Days	8,049	7,017	15% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

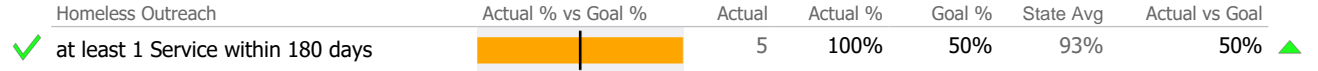
\* State Avg based on 5 Active Shelter Programs

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

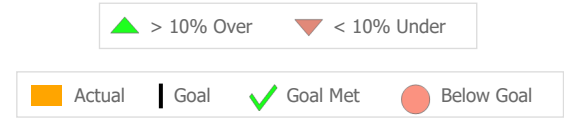
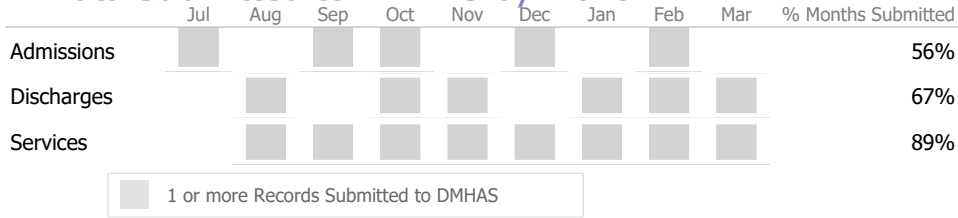
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	40	-43% ▼
Admits	5	20	-75% ▼
Discharges	9	18	-50% ▼
Service Hours	123	56	120% ▲

### Service Engagement



### Data Submitted to DMHAS by Month

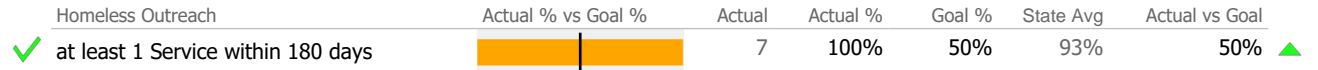


\* State Avg based on 58 Active Outreach & Engagement Programs

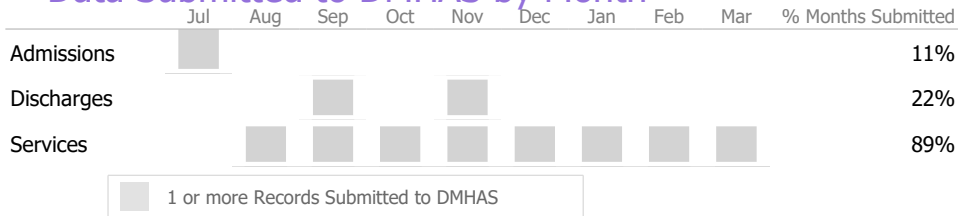
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	7	11	-36% ▼
Discharges	3	5	-40% ▼
Service Hours	104	31	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 58 Active Outreach & Engagement Programs