

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 433    | 352      | 23% ▲      |
|               | Admits         | 266    | 251      | 6%         |
|               | Discharges     | 196    | 184      | 7%         |
|               | Service Hours  | 2,652  | 672      |            |
|               | Bed Days       | 17,645 | 16,127   | 9%         |

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

### Consumer Satisfaction Survey

(Based on 100 FY23 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness |                      | 95%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 93%         | 80%    | 92%       |
| ✓ Overall                     |                      | 92%         | 80%    | 91%       |
| ✓ General Satisfaction        |                      | 92%         | 80%    | 92%       |
| ✓ Access                      |                      | 92%         | 80%    | 88%       |
| ✓ Respect                     |                      | 92%         | 80%    | 91%       |
| ✓ Recovery                    |                      | 82%         | 80%    | 79%       |
| ✓ Outcome                     |                      | 80%         | 80%    | 83%       |

■ 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> | Case Management      | 168 | 38.2% |
|                      | Crisis Services      | 33  | 7.5%  |
|                      | Residential Services | 29  | 6.6%  |
| <b>Addiction</b>     | Residential Services | 106 | 24.1% |
|                      | Case Management      | 104 | 23.6% |

### Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 24  | 6%  | 9%        |
| 26-34 | 50  | 12% | 20%       |
| 35-44 | 116 | 27% | 25%       |
| 45-54 | 117 | 27% | 18%       |
| 55-64 | 98  | 23% | 18%       |
| 65+   | 28  | 6%  | 9%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Male        | 225 | 52% | 60%       |
| Female      | 204 | 48% | 40%       |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Hispanic-Other    | 363 | 84% | ▲ 11%     |
| Non-Hispanic      | 69  | 16% | ▼ 64%     |
| Unknown           | 1   | 0%  | ▼ 15%     |
| Hispanic-Cuban    |     |     | 0%        |
| Hispanic-Mexican  |     |     | 1%        |
| Hisp-Puerto Rican |     |     | 10%       |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| Black/African American          | 158 | 36% | ▲ 17%     |
| White/Caucasian                 | 158 | 36% | ▼ 58%     |
| Multiple Races                  | 88  | 20% | ▲ 1%      |
| Other                           | 23  | 5%  | 12%       |
| Asian                           | 5   | 1%  | 1%        |
| Am. Indian/Native Alaskan       | 1   | 0%  | 1%        |
| Hawaiian/Other Pacific Islander |     |     | 0%        |
| Unknown                         |     |     | 9%        |

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 33     | 3        | 1000% ▲    |
| Admits         | 30     | 3        | 900% ▲     |
| Discharges     | 5      | -        |            |
| Service Hours  | 837    | 9        |            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 30     | 91%      | 85%    | 85%       | 6%             |

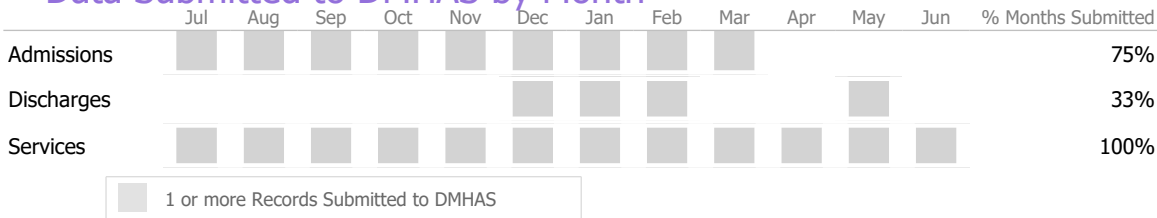
### Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 28     | 100%     | 90%    | 95%       | 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 118 Active Supportive Housing – Scattered Site 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     | 15       | -7%        |
| Admits         | -      | 1        | -100% ▼    |
| Discharges     | 1      | 1        | 0%         |
| Service Hours  | 351    | 149      | 137% ▲     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 13     | 93%      | 85%    | 85%       | 8%             |

### Service Utilization

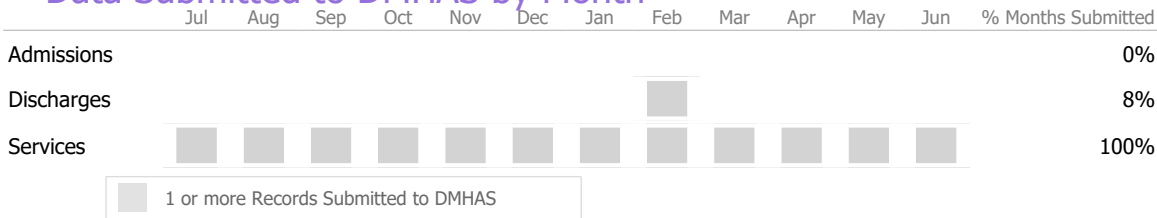
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 13     | 100%     | 90%    | 95%       | 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 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 | 33     | 34       | -3%        |
| Admits         | 26     | 30       | -13% ▼     |
| Discharges     | 25     | 26       | -4%        |
| Bed Days       | 3,263  | 2,645    | 23% ▲      |

### Discharge Outcomes

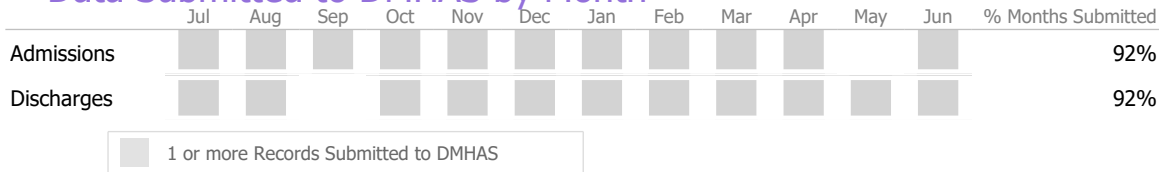
|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge |                    | 22     | 92%      | 85%    | 90%       | 7%             |
| ● Follow-up within 30 Days of Discharge   |                    | 20     | 87%      | 90%    | 78%       | -3%            |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate |                 | 10   | 167 days | 0.2      | 89%      | 90%    | 58%       | -1%            |

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 11 Active Respite Bed Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 104    | 60       | 73% ▲      |
| Admits         | 44     | 61       | -28% ▼     |
| Discharges     | -      | 1        | -100% ▼    |
| Service Hours  | 29     | 22       | 37% ▲      |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | N/A    | 95%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 0%     | 28%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | N/A    | N/A      | 50%    | 47%       | N/A            |

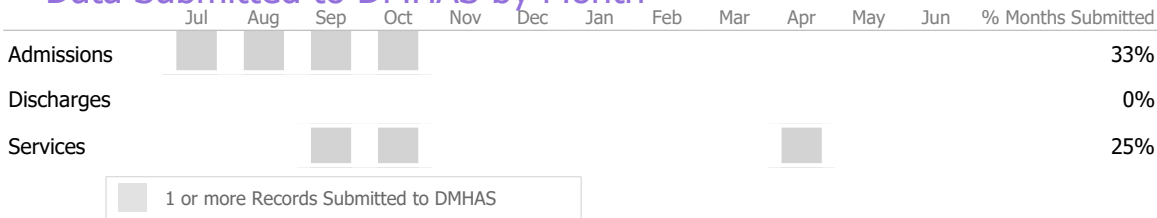
### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed                          |                    | 0      | 0%       | 20%    | 32%       | -20% ▼         |
| Self Help                         |                    | 0      | 0%       | 60%    | 41%       | -60% ▼         |
| Stable Living Situation           |                    | 0      | 0%       | 80%    | 70%       | -80% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 56     | 54%      | 90%    | 78%       | -36% ▼         |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

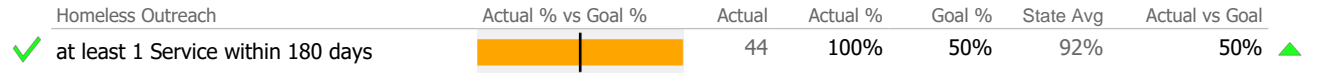
\* State Avg based on 8 Active Standard Case Management Programs

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

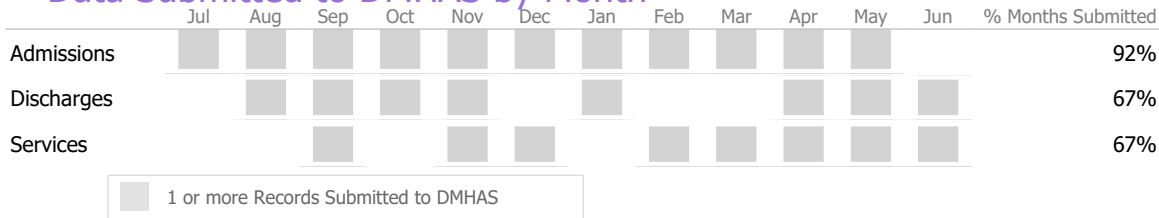
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 55     | 42       | 31% ▲      |
| Admits         | 45     | 32       | 41% ▲      |
| Discharges     | 56     | 31       | 81% ▲      |
| Service Hours  | 85     | 53       | 59% ▲      |

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

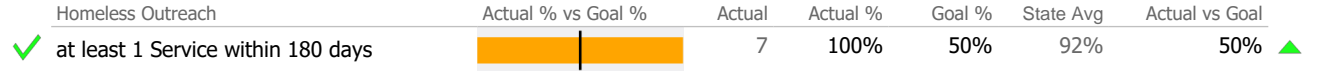
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 60 Active Outreach & Engagement Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7      |          |            |
| Admits         | 7      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | 30     | -        |            |

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 60 Active Outreach & Engagement Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 10       | 0%         |
| Admits         | 3      | 2        | 50% ▲      |
| Discharges     | -      | 3        | -100% ▼    |
| Service Hours  | 195    | 35       |            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Stable Living Situation         |                    | 8      | 80%      | 85%    | 85%       | -5%            |

### Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 10     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data |        | 96% 98%   |

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 100% 82%  |

### 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

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



# HUD Supportive Housing Middletown

Mercy Housing and Shelter Corporation

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 22     | 22       | 0%         |
| Admits         | 6      | -        |            |
| Discharges     | 1      | 6        | -83% ▼     |
| Service Hours  | 674    | 193      |            |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 20     | 91%      | 85%    | 85%       | 6%             |

## Service Utilization

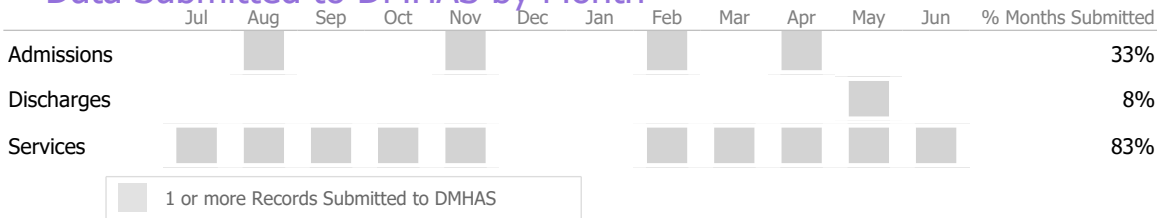
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 21     | 100%     | 90%    | 95%       | 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 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 | 17     | 19       | -11% ▼     |
| Admits         | 10     | 11       | -9%        |
| Discharges     | 9      | 12       | -25% ▼     |
| Bed Days       | 2,529  | 1,968    | 29% ▲      |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 99%       |
| On-Time Periodic |        |           |
| 6 Month Updates  | 100%   | 65%       |

### Discharge Outcomes

| Measure                               | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 8      | 89%      | 85%    | 50%       | 4%             |
| Follow-up within 30 Days of Discharge |                    | 2      | 25%      | 90%    | 18%       | -65% ▼         |

### Recovery

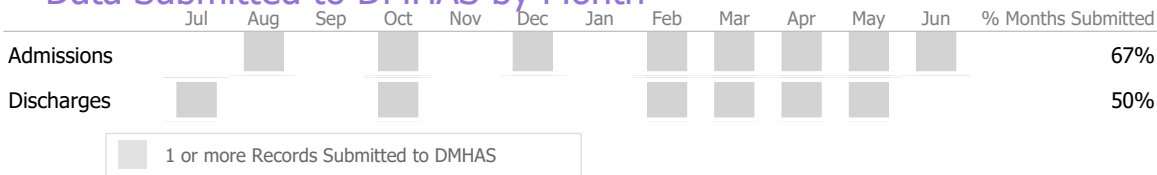
| Measure   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------|--------------------|--------|----------|--------|-----------|----------------|
| Self Help |                    | 17     | 100%     | 60%    | 50%       | 40% ▲          |

### Bed Utilization

| Measure              | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 9    | 272 days | 0.2      | 77%      | 90%    | 88%       | -13% ▼         |

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 3 Active AIDS Residential Programs

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

## Next Steps Hartford

Mercy Housing and Shelter Corporation

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 19     | 17       | 12% ▲      |
| Admits         | 3      | -        |            |
| Discharges     | 4      | 1        | 300% ▲     |
| Service Hours  | 217    | 134      | 62% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 17     | 89%      | 85%    | 85%       | 4%             |

### Service Utilization

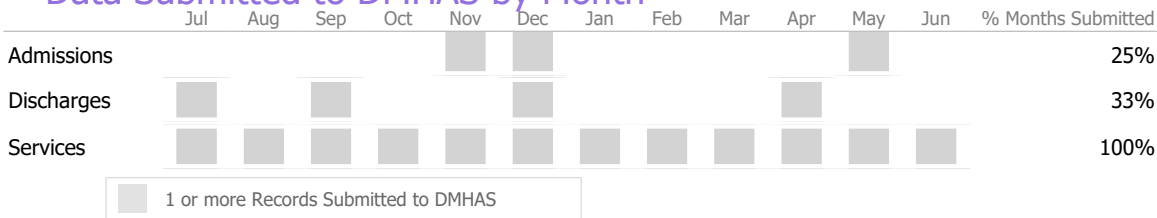
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 15     | 100%     | 90%    | 95%       | 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 118 Active Supportive Housing – Scattered Site Programs

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

## Next Steps Middletown

Mercy Housing and Shelter Corporation

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 10     | 7        | 43%        | ▲ |
| Admits         | 4      | -        |            |   |
| Discharges     | 2      | 1        | 100%       | ▲ |
| Service Hours  | 234    | 78       |            | ▲ |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 9      | 90%      | 85%    | 85%       | 5%             |

### Service Utilization

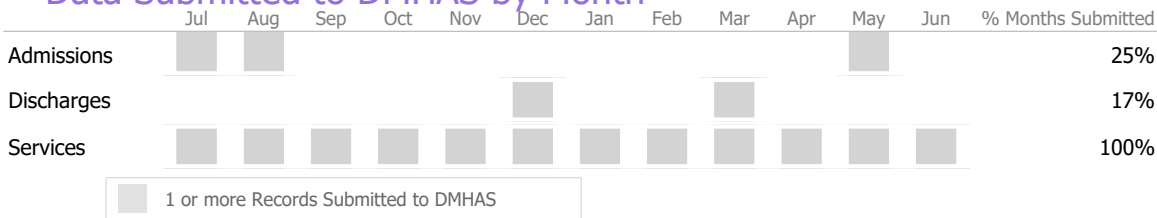
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services |                    | 7      | 88%      | 90%    | 95%       | -2%            |

### 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

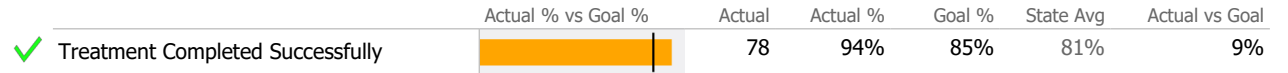
\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

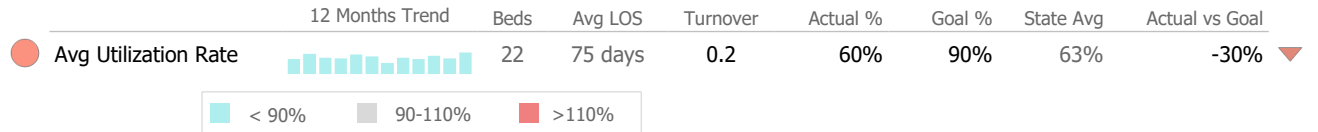
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 90     | 105      | -14% ▼     |
| Admits         | 78     | 93       | -16% ▼     |
| Discharges     | 83     | 93       | -11% ▼     |
| Bed Days       | 4,869  | 5,301    | -8%        |

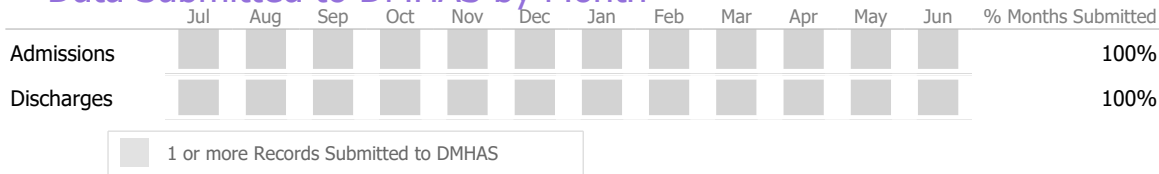
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 12 Active Recovery House Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 15     | 12       | 25% ▲      |
| Admits         | 6      | 14       | -57% ▼     |
| Discharges     | 5      | 5        | 0%         |
| Bed Days       | 3,294  | 2,211    | 49% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 95%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 83%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 94%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 1      | 20%      | 75%    | 63%       | -55% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 5      | 100%     | 85%    | 77%       | 15% ▲          |
| Follow-up within 30 Days of Discharge   |                    | 1      | 100%     | 90%    | 69%       | 10%            |

### Recovery

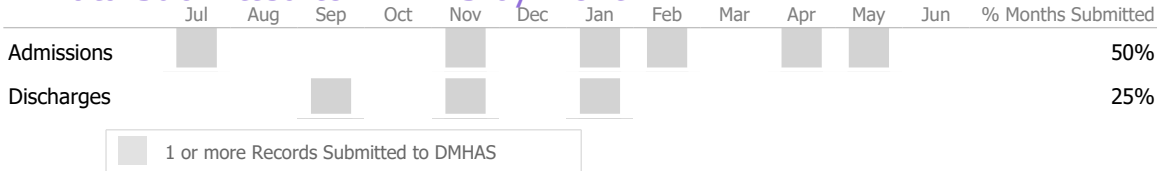
| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Function Score |                    | 6      | 55%      | 75%    | 52%       | -20% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 10   | 412 days | 0.2      | 90%      | 90%    | 86%       | 0%             |

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 38 Active MH Intensive Res. Rehabilitation 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         | 4      | 4        | 0%         |
| Discharges     | 5      | 4        | 25% ▲      |
| Bed Days       | 3,690  | 4,002    | -8%        |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 88%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 92%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 97%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully      |                    | 5      | 100%     | 60%    | 69%       | 40% ▲          |
| ✓ Follow-up within 30 Days of Discharge |                    | 5      | 100%     | 90%    | 84%       | 10%            |

### Recovery

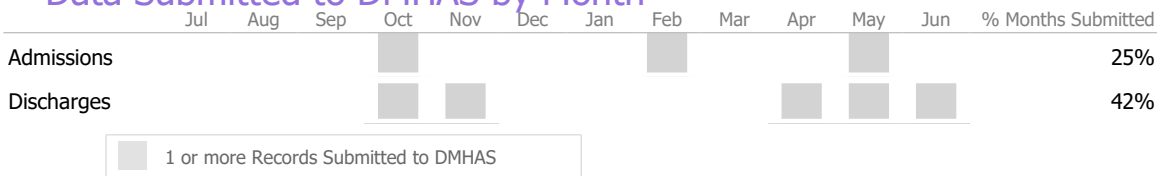
| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                     |                    | 14     | 100%     | 60%    | 87%       | 40% ▲          |
| ✓ Stable Living Situation            |                    | 14     | 100%     | 95%    | 95%       | 5%             |
| ✓ Improved/Maintained Function Score |                    | 11     | 100%     | 95%    | 66%       | 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 |                 | 12   | 614 days | 0.3      | 84%      | 90%    | 89%       | -6%            |

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ○ Below Goal

\* State Avg based on 83 Active Supervised Apartments Programs

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