

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 137 | 196 | -30% | ▼ |
| | Admits | 79 | 125 | -37% | ▼ |
| | Discharges | 50 | 141 | -65% | ▼ |
| | Service Hours | 641 | 1,107 | -42% | ▼ |

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

Consumer Satisfaction Survey

(Based on 90 FY24 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | 99% 0-80% | 99% | 80% | 92% |
| ✓ Quality and Appropriateness | 98% 0-80% | 98% | 80% | 93% |
| ✓ Overall | 97% 0-80% | 97% | 80% | 91% |
| ✓ General Satisfaction | 96% 0-80% | 96% | 80% | 92% |
| ✓ Respect | 95% 0-80% | 95% | 80% | 91% |
| ✓ Access | 94% 0-80% | 94% | 80% | 88% |
| ✓ Outcome | 91% 0-80% | 91% | 80% | 83% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|-------------------------------|--------------------|----|-------|
| Addiction | | | |
| Medication Assisted Treatment | | 89 | 63.6% |
| Case Management | | 51 | 36.4% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
| 18-25 | 10 | 7% | 8% | Male | 74 | 54% | 59% |
| 26-34 | 30 | 22% | 19% | Female | 63 | 46% | 40% |
| 35-44 | 42 | 31% | 25% | Transgender/Other | | | 0% |
| 45-54 | 31 | 23% | 18% | | | | |
| 55-64 | 21 | 15% | 18% | | | | |
| 65+ | 3 | 2% | 11% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 51 | 37% | 64% | White/Caucasian | 71 | 52% | 58% |
| Hisp-Puerto Rican | 50 | 36% | 10% | Other | 45 | 33% | ▲ 12% |
| Hispanic-Other | 32 | 23% | 11% | Black/African American | 15 | 11% | 17% |
| Hispanic-Mexican | 3 | 2% | 1% | Am. Indian/Native Alaskan | 5 | 4% | 1% |
| Unknown | 1 | 1% | 14% | Unknown | 1 | 1% | 9% |
| Hispanic-Cuban | | | 0% | Asian | | | 1% |
| | | | | Multiple Races | | | 1% |
| | | | | Hawaiian/Other Pacific Islander | | | 0% |

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

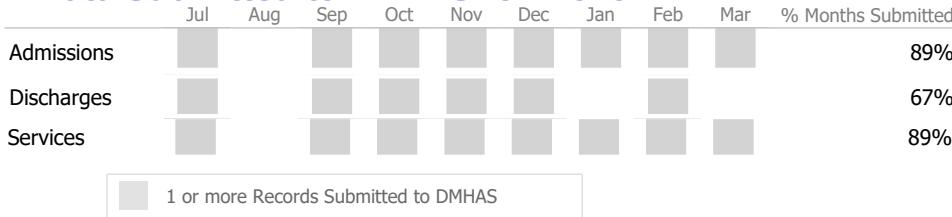
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 45 | 49 | -8% |
| Admits | 39 | 38 | 3% |
| Discharges | 18 | 40 | -55% ▼ |
| Service Hours | 245 | 198 | 24% ▲ |

Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|--|
| ✓ at least 1 Service within 180 days | <div style="width: 100%;"><div style="width: 39%;"></div></div> | 39 | 100% | 50% | 82% | 50% ▲ |

Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% Under

| | | | |
|---|---|---|---|
| Actual | Goal | ✓ Goal Met | Below Goal |
|---|---|---|---|

* State Avg based on 25 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 3 | 6 | -50% ▼ |
| Admits | - | 2 | -100% ▼ |
| Discharges | 1 | 3 | -67% ▼ |

Data Submission Quality

| | Actual | State Avg |
|-------------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 100% |
| ✓ Valid TEDS Data | 100% | 100% |
| On-Time Periodic | | |
| 6 Month Updates | 0% | 4% |
| Diagnosis | | |
| ✓ Valid MH/SU Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|--|
| ● Treatment Completed Successfully | | 0 | 0% | 50% | 0% | -50% ▼ |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Employed | | 3 | 100% | 50% | 29% | 50% ▲ |
| ✓ Abstinence/Reduced Drug Use | | 3 | 100% | 55% | 32% | 45% ▲ |
| ✓ Not Arrested | | 3 | 100% | 75% | 48% | 25% ▲ |
| ✓ Stable Living Situation | | 3 | 100% | 95% | 52% | 5% ▲ |
| ● Self Help | | 1 | 33% | 60% | 19% | -27% ▼ |
| ● Improved/Maintained Function Score | | 1 | 33% | 75% | 18% | -42% ▼ |

Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

Discharges 11%

▲ > 10% Over ▼ < 10% Under■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Naltrexone Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | ▲ |
|----------------|--------|----------|------------|---|
| Unique Clients | 86 | 74 | 16% | ▲ |
| Admits | 40 | 35 | 14% | ▲ |
| Discharges | 31 | 29 | 7% | |
| Service Hours | 396 | 431 | -8% | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| ✓ Valid NOMS Data | 98% | 97% |
| ✓ Valid TEDS Data | 97% | 68% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 64% | 40% |
| Diagnosis | Actual | State Avg |
| Valid MH/SU Diagnosis | 99% | 100% |

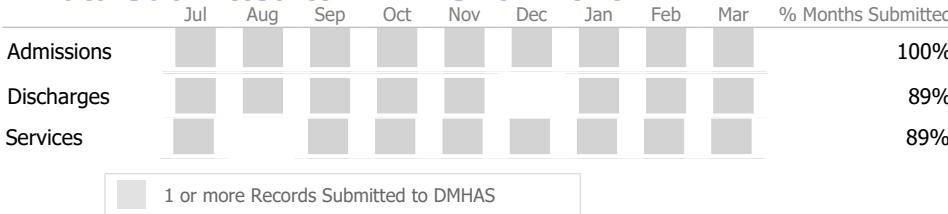
Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 20 | 65% | 50% | 54% | 15% ▲ |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Abstinence/Reduced Drug Use | | 76 | 87% | 55% | 55% | 32% ▲ |
| ✓ Not Arrested | | 86 | 99% | 75% | 68% | 24% ▲ |
| ✓ Self Help | | 63 | 72% | 60% | 30% | 12% ▲ |
| ● Employed | | 43 | 49% | 50% | 30% | -1% |
| ● Stable Living Situation | | 77 | 89% | 95% | 64% | -6% |
| ● Improved/Maintained Function Score | | 30 | 45% | 75% | 33% | -30% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 53 | 95% | 90% | 67% | 5% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|---|
| Unique Clients | 6 | 79 | -92%  |
| Admits | - | 50 | -100%  |
| Discharges | - | 69 | -100%  |
| Service Hours | - | 478 | -100%  |

Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|---|--------|----------|--------|-----------|--|
| at least 1 Service within 180 days |  | 0 | 0% | 50% | 82% | -50%  |

Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions

0%

 > 10% Over  < 10% Under

Discharges

0%

 Actual  Goal  Goal Met  Below Goal

Services

0%

* State Avg based on 25 Active Outreach & Engagement Programs

 1 or more Records Submitted to DMHAS