

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 86 | 94 | -9% |
| | Admits | 28 | 34 | -18% ▼ |
| | Discharges | 33 | 36 | -8% |
| | Service Hours | 1,286 | 1,303 | -1% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|------------------|--------------------|----|--------|
| Addiction | Outpatient | 86 | 100.0% |

Consumer Satisfaction Survey

(Based on 39 FY20 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | | 100% | 80% | 92% |
| ✓ Respect | | 100% | 80% | 91% |
| ✓ Access | | 100% | 80% | 88% |
| ✓ General Satisfaction | | 97% | 80% | 92% |
| ✓ Overall | | 97% | 80% | 91% |
| ✓ Quality and Appropriateness | | 97% | 80% | 93% |
| ✓ Outcome | | 89% | 80% | 83% |
| ✓ Recovery | | 81% | 80% | 79% |

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

| Age | # | % | State Avg |
|-------|----|-------|-----------|
| 18-25 | 5 | 6% | 10% |
| 26-34 | 11 | 13% | 22% |
| 35-44 | 10 | 12% ▼ | 23% |
| 45-54 | 13 | 15% | 19% |
| 55-64 | 31 | 36% ▲ | 18% |
| 65+ | 16 | 19% ▲ | 7% |

| Gender | # | % | State Avg |
|-------------|----|-------|-----------|
| Female | 51 | 59% ▲ | 41% |
| Male | 35 | 41% ▼ | 59% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-------|-----------|
| Non-Hispanic | 74 | 86% ▲ | 68% |
| Hispanic-Other | 6 | 7% | 8% |
| Hisp-Puerto Rican | 5 | 6% | 11% |
| Unknown | 1 | 1% ▼ | 12% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|----|-------|-----------|
| White/Caucasian | 76 | 88% ▲ | 61% |
| Black/African American | 4 | 5% ▼ | 17% |
| Other | 4 | 5% | 13% |
| Asian | 2 | 2% | 1% |
| Am. Indian/Native Alaskan | | | 0% |
| Multiple Races | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Unknown | | | 6% |

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

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 86 | 94 | -9% |
| Admits | 28 | 34 | -18% ▼ |
| Discharges | 33 | 36 | -8% |
| Service Hours | 1,286 | 1,303 | -1% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 24 | 73% | 75% | 69% | -2% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 58 | 100% | 90% | 98% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days | | 24 | 92% | 75% | 77% | 17% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 90% |
| ✓ Valid TEDS Data | | 42% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 45% |

| Co-occurring | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | | 99% |
| SA Screen Complete | | 99% |

| Diagnosis | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid Axis I Diagnosis | | 100% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | | | | 83% |
| Discharges | | | | | | | | | | | | | 75% |
| Services | | | | | | | | | | | | | 100% |

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 4 Active Gambling Outpatient Programs

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