

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 48 | 49 | -2% |
| | Admits | 1 | 3 | -67% ▼ |
| | Discharges | 2 | 3 | -33% ▼ |
| | Service Hours | 562 | 416 | 35% ▲ |
| | Bed Days | 2,214 | 2,175 | 2% |

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

Consumer Satisfaction Survey

(Based on 39 FY22 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Access | | 97% | 80% | 88% |
| ✓ General Satisfaction | | 95% | 80% | 92% |
| ✓ Overall | | 95% | 80% | 91% |
| ✓ Quality and Appropriateness | | 92% | 80% | 93% |
| ✓ Participation in Treatment | | 92% | 80% | 92% |
| ✓ Outcome | | 92% | 80% | 83% |
| ✓ Respect | | 89% | 80% | 91% |
| ✓ Recovery | | 82% | 80% | 79% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|----------------------|----|--------|
| Mental Health | Residential Services | 48 | 100.0% |

Client Demographics

| Age | # | % | State Avg |
|-------|----|-------|-----------|
| 18-25 | 0 | 0% | 10% |
| 26-34 | 9 | 19% | 21% |
| 35-44 | 9 | 19% | 23% |
| 45-54 | 10 | 21% | 19% |
| 55-64 | 16 | 33% ▲ | 20% |
| 65+ | 4 | 8% | 8% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Male | 28 | 58% | 58% |
| Female | 20 | 42% | 42% |
| Transgender | 0 | 0% | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-------|-----------|
| Non-Hispanic | 40 | 83% ▲ | 69% |
| Hispanic-Other | 5 | 10% | 8% |
| Hisp-Puerto Rican | 3 | 6% | 11% |
| Hispanic-Cuban | 0 | 0% | 0% |
| Hispanic-Mexican | 0 | 0% | 1% |
| Unknown | 0 | 0% ▼ | 12% |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 29 | 60% | 62% |
| Black/African American | 12 | 25% | 17% |
| Other | 5 | 10% | 12% |
| Multiple Races | 1 | 2% | 1% |
| Hawaiian/Other Pacific Islander | 1 | 2% | 0% |
| Am. Indian/Native Alaskan | 0 | 0% | 1% |
| Asian | 0 | 0% | 1% |
| Unknown | 0 | 0% | 6% |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 22 | 25 | -12% ▼ |
| Admits | - | 2 | -100% ▼ |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 562 | 416 | 35% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 100% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 92% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 95% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 77% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 18 | 82% | 60% | 83% | 22% ▲ |
| ✓ Stable Living Situation | | 22 | 100% | 85% | 95% | 15% ▲ |
| ● Employed | | 1 | 5% | 25% | 16% | -20% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 22 | 100% | 90% | 97% | 10% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on Active Residential Support 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 | 12 | 17% ▲ |
| Admits | 1 | 1 | 0% |
| Discharges | 1 | 1 | 0% |
| Bed Days | 1,172 | 1,071 | 9% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 84% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 90% | 90% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 60% | 72% | -60% ▼ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 74% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 14 | 100% | 60% | 85% | 40% ▲ |
| Stable Living Situation | | 14 | 100% | 95% | 93% | 5% |
| Employed | | 1 | 7% | 25% | 11% | -18% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 13 | 763 days | 0.9 | 98% | 90% | 95% | 8% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 33% |

▲ > 10% Over ▼ < 10% Under

* State Avg based on Active Supervised Apartments Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 12 | 12 | 0% |
| Admits | - | - | |
| Discharges | 1 | - | |
| Bed Days | 1,042 | 1,104 | -6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 84% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 90% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 100% | 60% | 72% | 40% ▲ |
| Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 74% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 12 | 100% | 95% | 93% | 5% |
| Social Support | | 7 | 58% | 60% | 85% | -2% |
| Employed | | 0 | 0% | 25% | 11% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 12 | 2,028 days | 1.0 | 94% | 90% | 95% | 4% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Supervised Apartments Programs

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