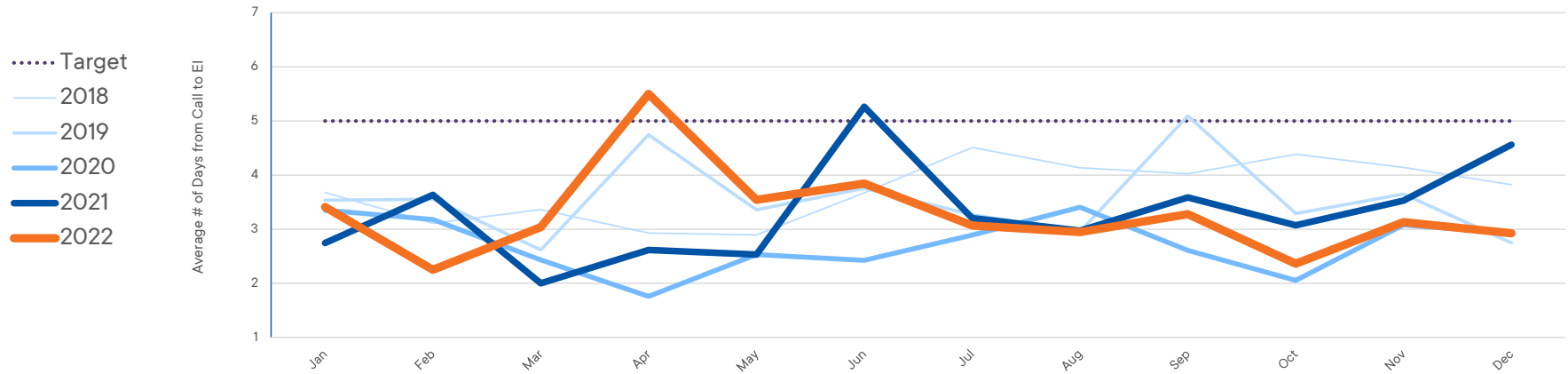


**Dilworth Center
Access to Service Measurement**



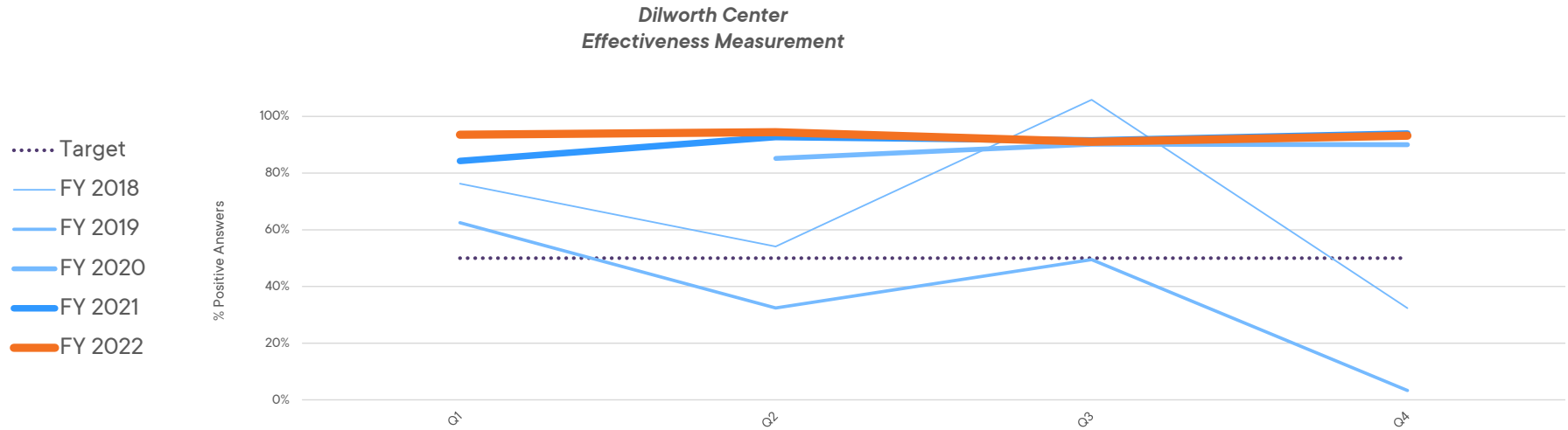
Access	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Target < 5 Days
2022	3.41	2.25	3.04	5.50	3.54	3.84	3.07	2.95	3.28	2.36	3.13	2.93	3.27

Access: Access is measured by dividing the number of assessments by the span of days between setting the appointment and the actual appointment occurring. The lower the average number of days, the better.

Quantitative Analysis: 2022 to-date results are above threshold for improvement.

Qualitative Analysis: Performance exceeds target.

Dilworth Center | Effectiveness Measurement



Effectiveness	Positive responses: Community Improvement after treatment	Positive responses: Health Improvement after treatment	Positive responses: Life Quality Improvement after treatment	Example Questions	Target: 50%
Q1	94%	93%	93%	Community: BARC-10 Q4: I am proud of the community I live in and feel a part of it. Health: BARC-10 Q3: I have enough energy to complete the tasks I set for myself Life Quality: BARC-10 Q2: In general I am happy with my life	Year to Date Average
Q2	96%	92%	95%		
Q3	93%	90%	91%		
Q4	94%	91%	94%		
FY 2022	94%	91%	93%		93%

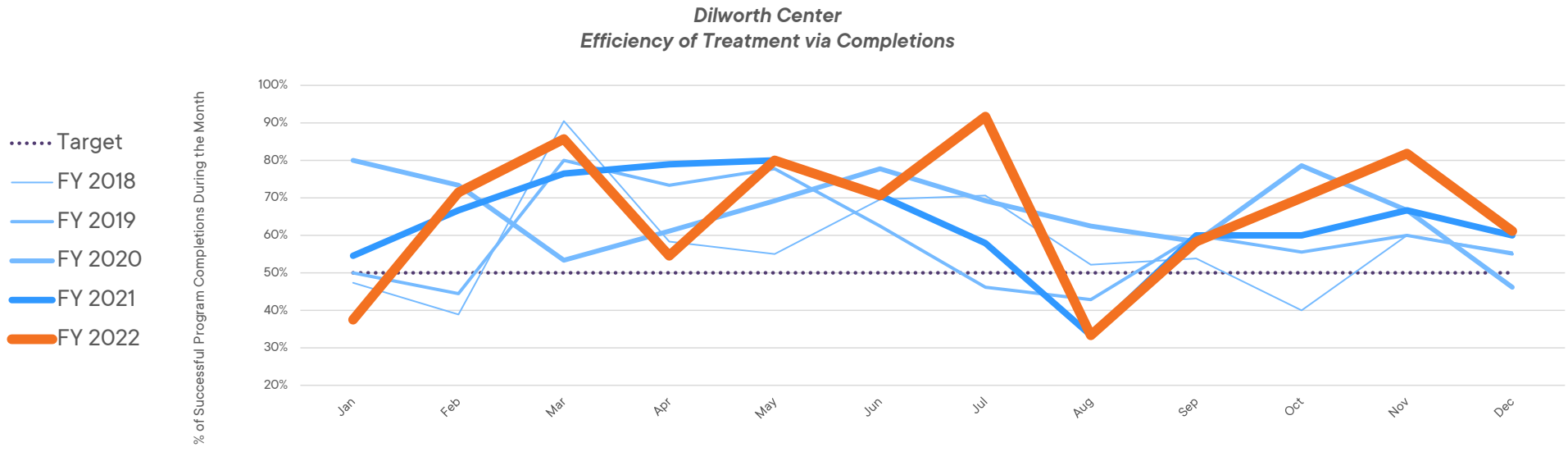
Effectiveness: Effectiveness is measured utilizing patient survey answers to questions regarding quality of life improvements since treatment began/completed. The higher the resulting percentage, the better.

Quantitative Analysis: 2022 Results are above threshold for improvement.

Qualitative Analysis: Center switched to NAATP compliant surveys in 2020. The NAATP surveys utilized in 2020 and 2021 have been replaced in 2022 by FoRSE surveys, with the goal of continued progress in Outcomes Measurement.

Variations: Chart reflects three different surveys <2020, 2020-2021 (NAATP), and 2022+(FoRSE).

Dilworth Center | Efficiency Measurement



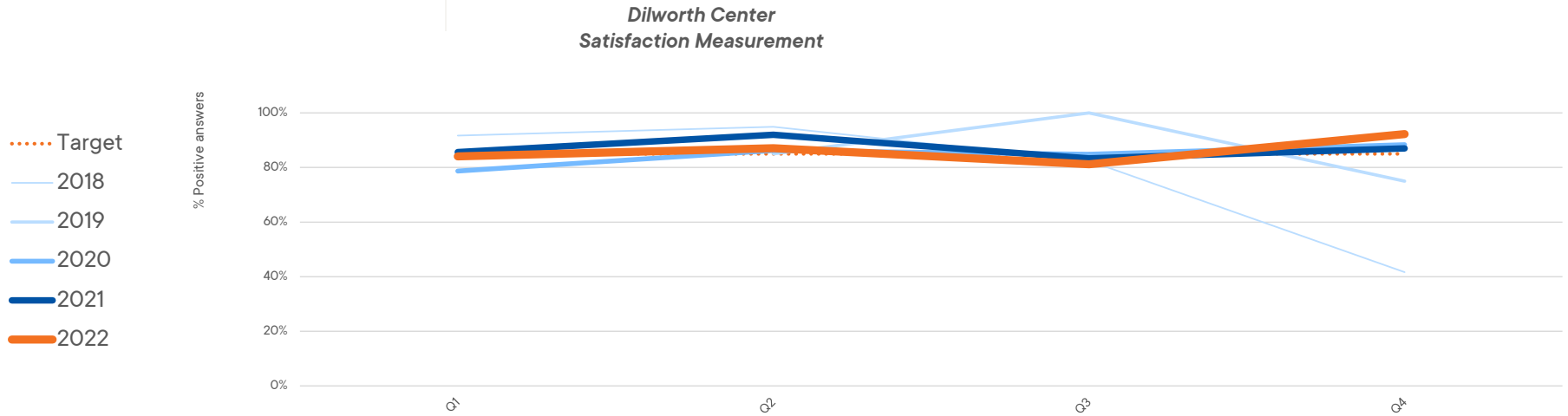
Efficiency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Target > 50%
FY 2022	37.5%	71.4%	85.7%	54.5%	80.0%	70.6%	91.7%	33.3%	58.3%	70.0%	81.8%	61.1%	66%

Efficiency: Efficiency is measured by dividing completions by total admits. The higher the resulting percentage, the better.

Quantitative Analysis: 2022 Results are above threshold for improvement.

Qualitative Analysis: Performance exceeds target.

Dilworth Center | Satisfaction Measurement



2022	Q1	Q2	Q3	Q4	Example Questions	Target: 85%
Average Satisfaction	84%	87%	81%	92%	Q6: My counselor offered direction, guidance, and support.	Year to Date Average
					Q12: I would recommend the treatment services at the Dilworth Center to others.	86%

Satisfaction:

Satisfaction is measured by patient survey answers to questions regarding satisfaction with many elements of the treatment process. The higher the resulting percentage, the better.

Quantitative Analysis:

2022 Results are at or above threshold for improvement.

Qualitative Analysis:

Performance meets target satisfactorily.