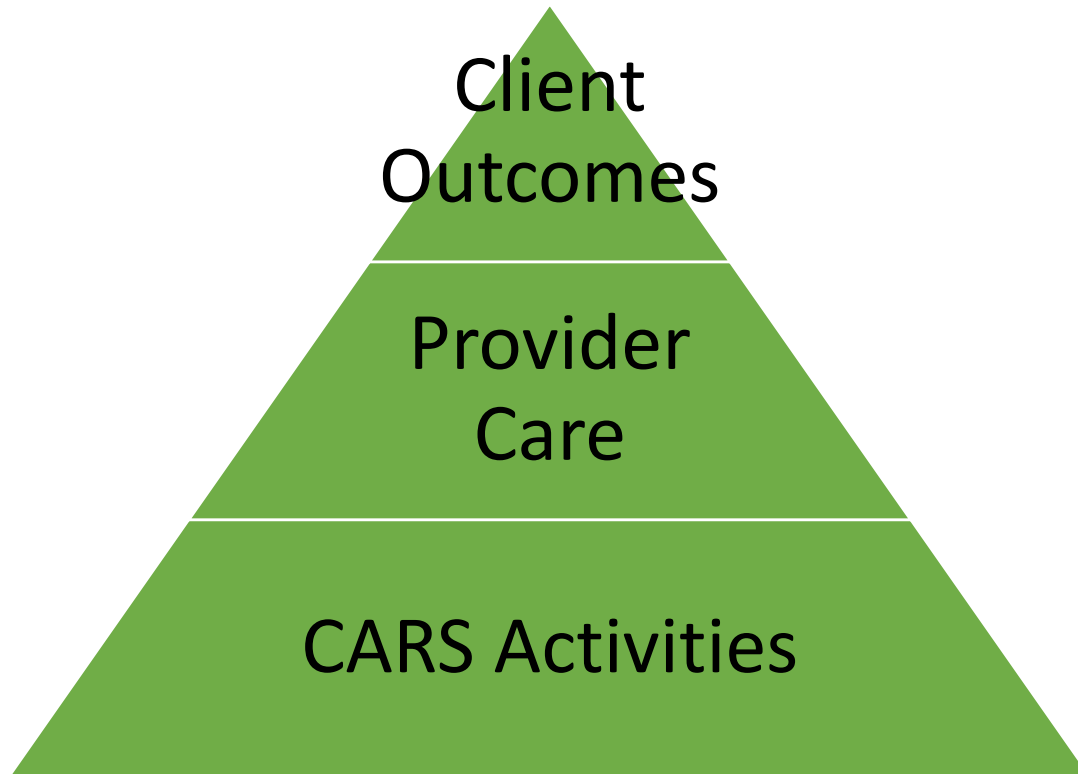


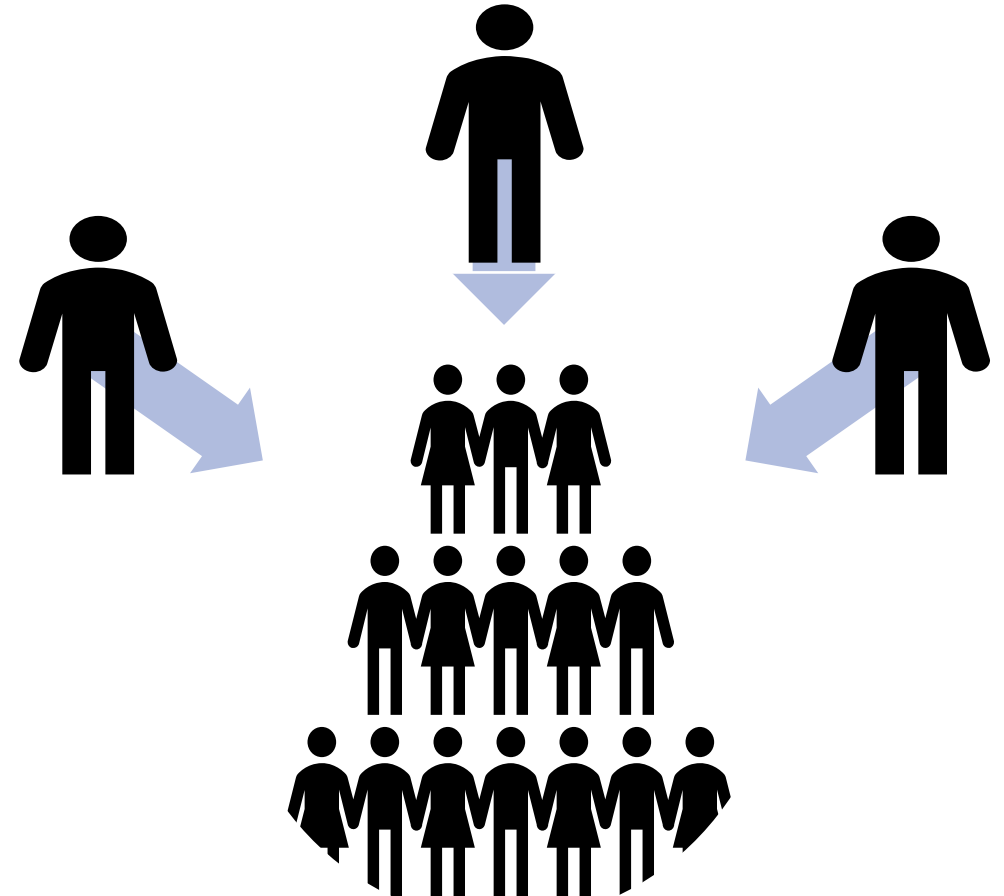
CARS Key Performance Updates Quarter 4, 2021

All Provider Meeting of 2.10.2022

**The Work You Do is the Foundation of
Our Clients' Success**



**Each Individual Client You Assist Contributes
to the Outcomes of the Population**



CARS Key Success Metrics

- The key metrics by which we measure our successful realization of our mission are also organized by the Quadruple Aim

Key Success Metrics – A Representative Sample by Aim

Client Experience of Care

- Volume served
- Client experience survey implementation and scores

Population Health

- Quality of life
- Employment rates
- Housing rates

Cost of Care

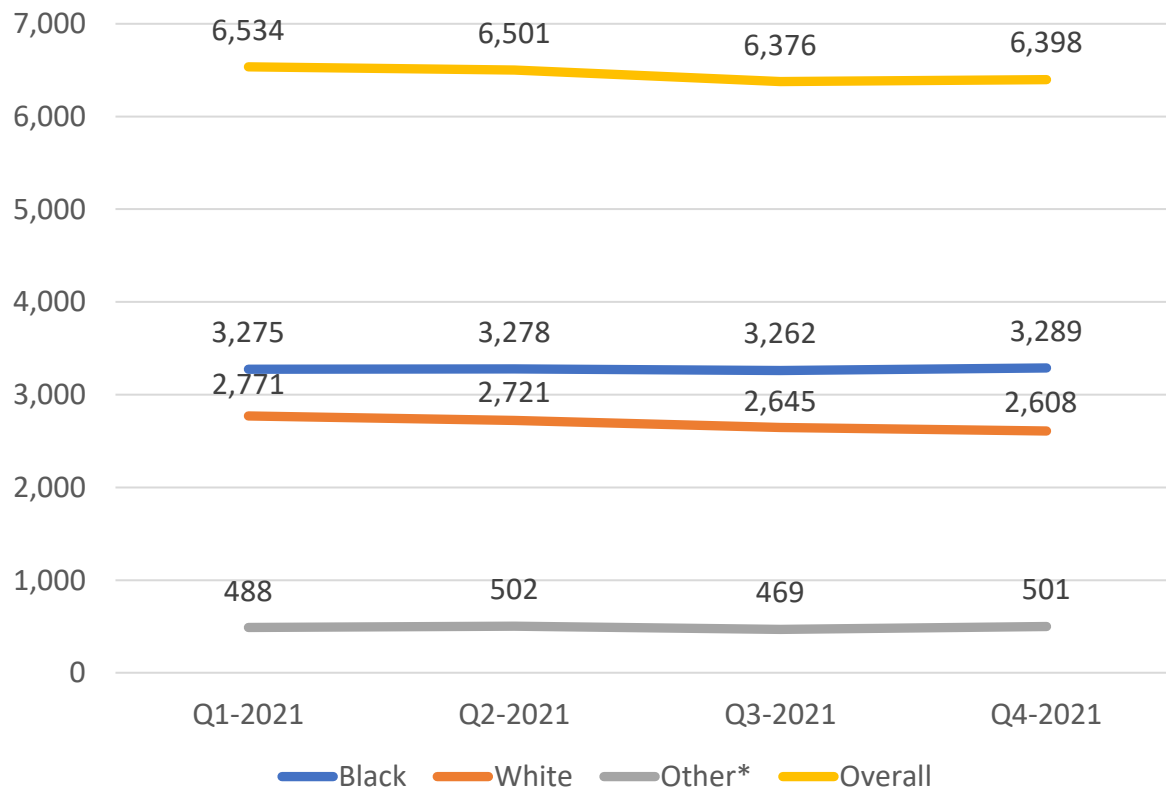
- Per member per month

Staff Quality of Work Life

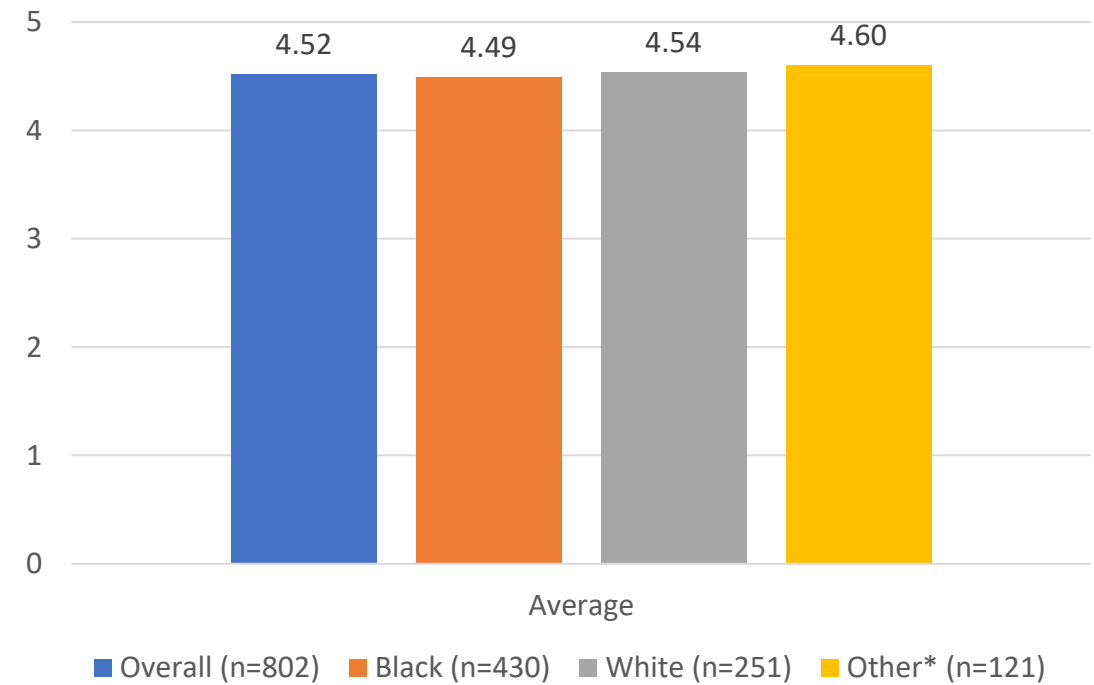
- Staff retention rates

Client Experience

Volume Served by Race – Q1 2021 to Q4 2021



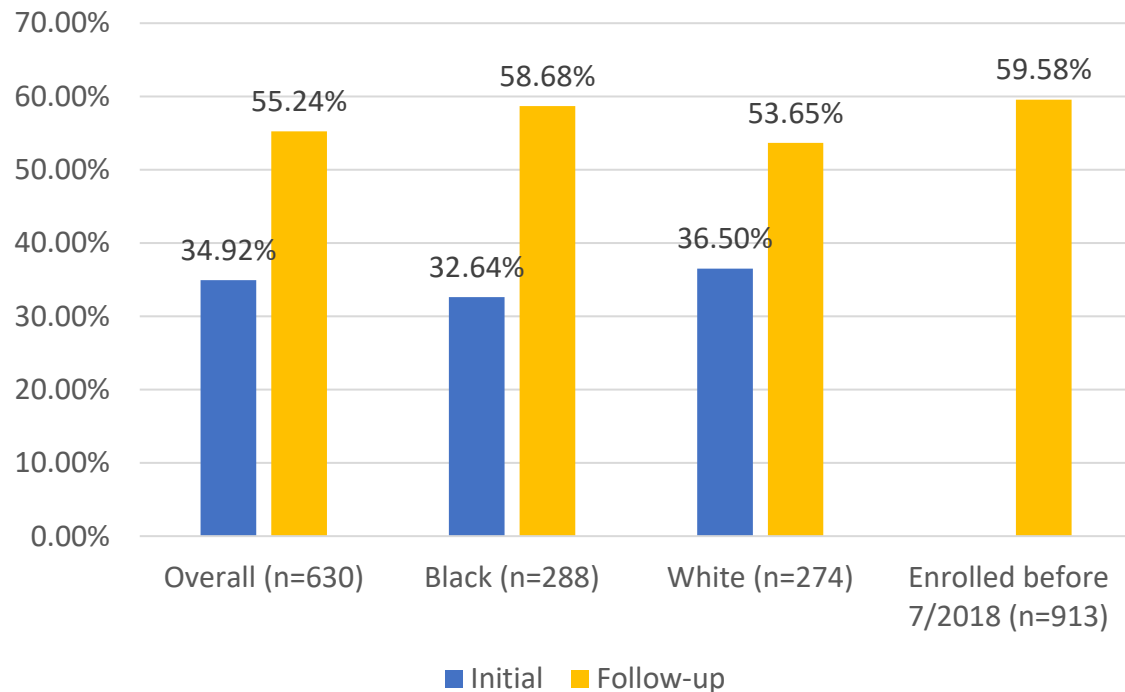
Average Client Satisfaction Score by Race – Q4-2021



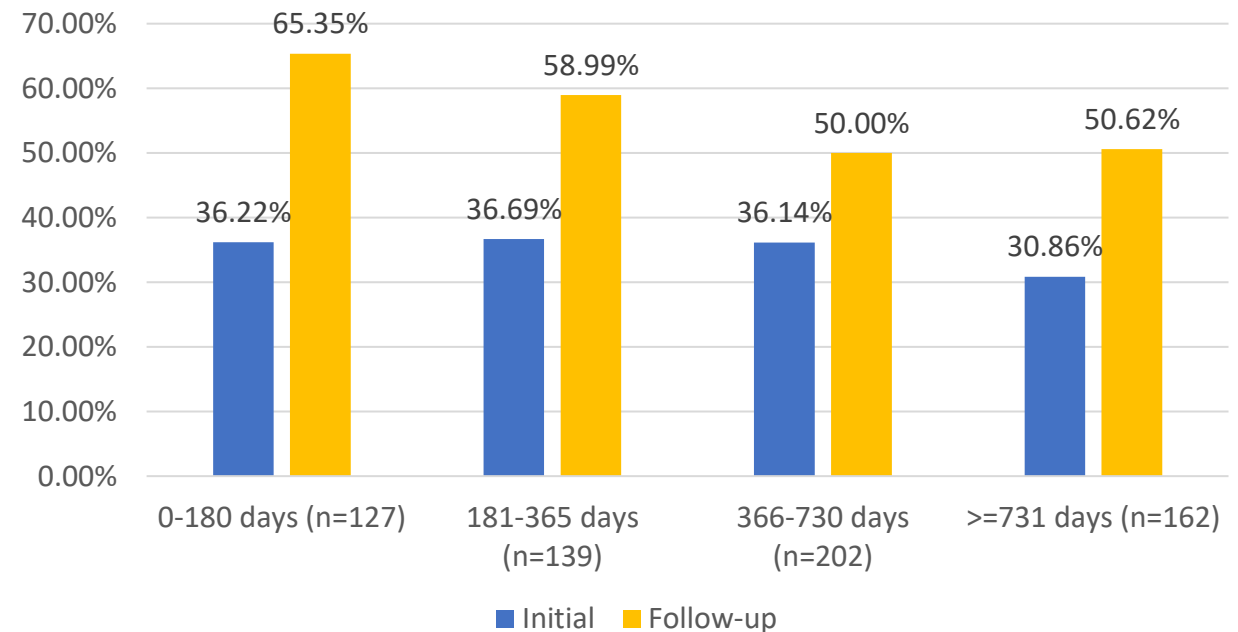
*"Other" encompasses small percentages of indicated racial identity including "Alaskan Native/American Indian", "Asian", "Biracial", "Native Hawaiian/Pacific Islander", and "Other"

Population Health

Percent of Clients selecting “Good” or “Very Good” Quality of Life by Race – Q4-2021

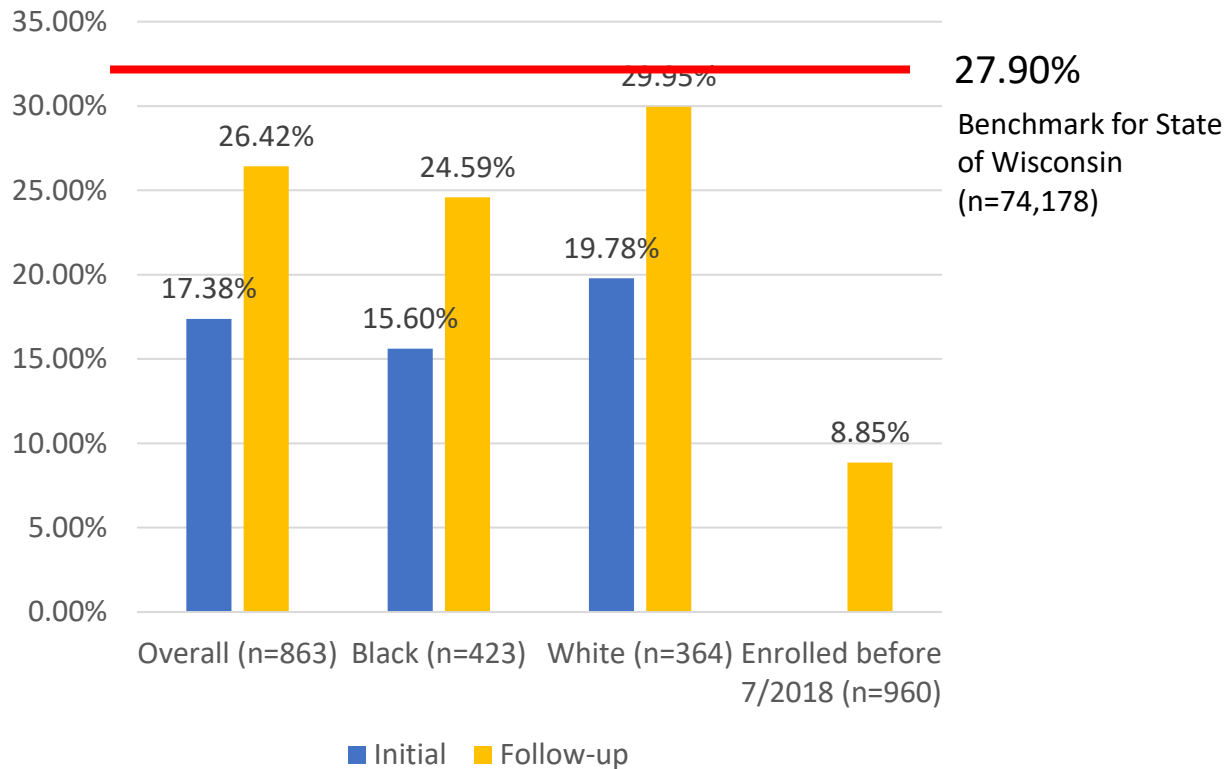


Percent of Clients selecting “Good” or “Very Good” Quality of Life by Length of Enrollment – Q4-2021

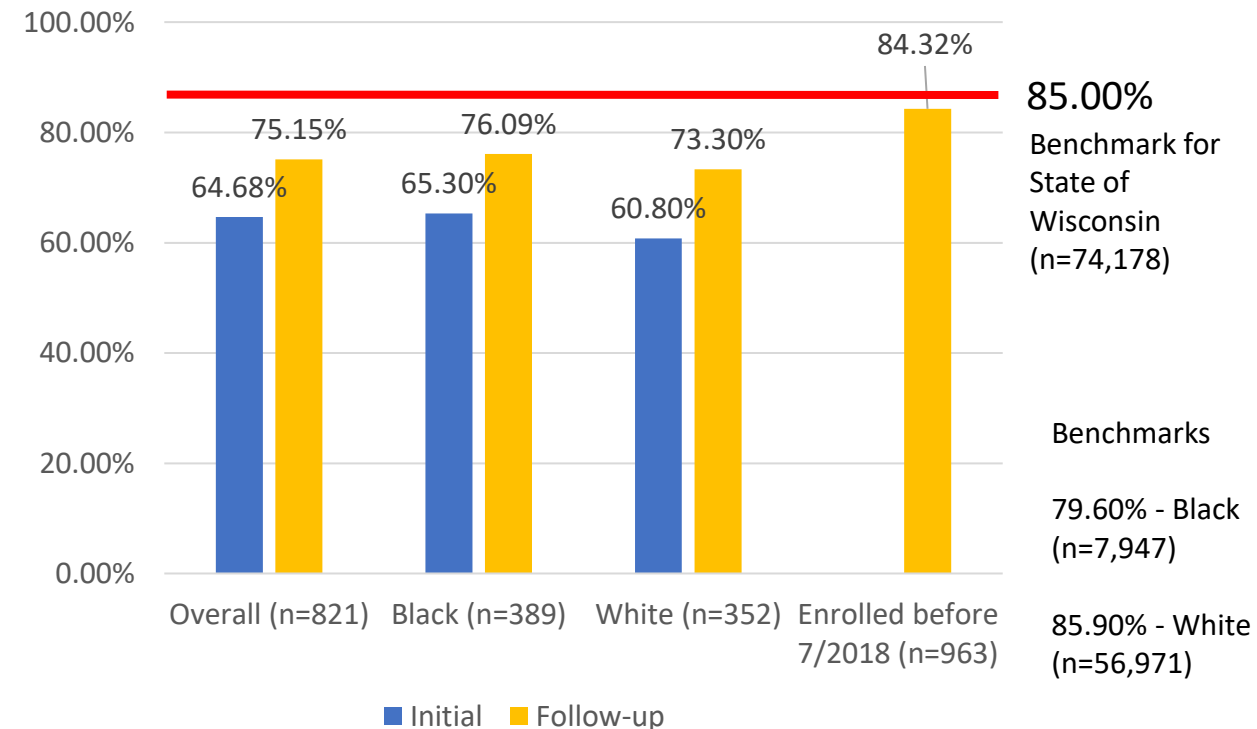


Population Health (cont.)

Percent Employed by Race – Q4-2021

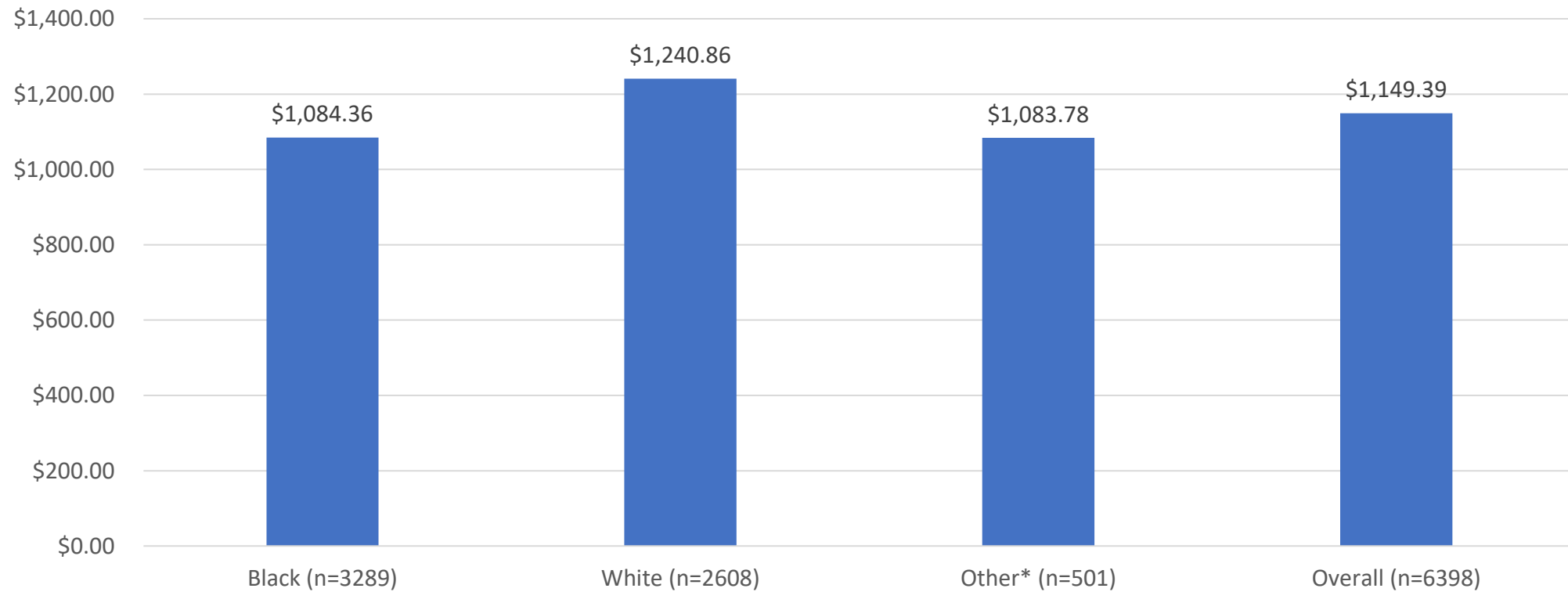


Percent with a Private Residence by Race – Q4-2021



Cost of Care

Average Cost per Consumer per Month by Race – Q4-2021



*"Other" encompasses small percentages of indicated racial identity including "Alaskan Native/American Indian", "Asian", "Biracial", "Native Hawaiian/Pacific Islander", and "Other"

Staff Quality of Work Life

CARS turnover rate (over the previous four quarters):



7.84%

Turnover rate for government employees (per year):



20.00%*

This is a Team Effort



We just analyze the data, you and the clients do the work



Our clients are getting better, every day, and you help make that possible



Good job.

