

Service Reported as Needed	2020-2022 Medical Monitoring Project (MMP) (Weighted n=51,419)	2023 Client Services Unit (CSU) Need at Intake (n = 1837)	2022 Consumer Survey - Needed But Didn't Get (n=236)
Transportation	10.60%	59.12%	5.93%
DEFA	0.00%	25.15%	9.75%
Housing Assistance	15.78%	57.70%	11.44%
Medical Case Management	10.18%	100.00%	5.93%
Dental Care	24.41%	21.34%	7.63%
Mental Health Services	12.29%	29.45%	5.93%
Legal Services	0.00%	6.80%	8.90%
Ambulatory Care	32.16%	16.88%	2.12%
Substance Use (Residential)	0.00%	0.00%	2.97%
Food Bank	16.07%	61.89%	6.36%
ADAP	2.84%	18.94%	3.39%
Care Outreach	0.00%	0.00%	2.54%
Substance Use (Outpatient)	3.61%	7.35%	2.97%
Psychosocial Support Services	19.30%	3.32%	8.05%
HIPCP - Benefits Assistance	0.00%	17.86%	7.20%
Translation & Interpretation	0.00%	0.00%	2.54%
Health Education Risk Reduction	0.00%	3.32%	-
Local Pharmaceutical Assistance	0.00%	0.00%	3.39%
Nutritional Services	0.00%	1.36%	6.78%
Early Intervention Services	0.00%	0.00%	-
Day or Respite Care	0.00%	0.00%	2.54%
Child Care Services	0.00%	0.00%	4.24%
Information & Referral	6.49%	0.00%	-
Case Management (non-medical)	0.00%	0.00%	2.54%
Rehabilitation Care	0.00%	0.00%	2.97%
Home Health Care	0.00%	3.54%	5.08%
Home & Community-Based Health Services	0.00%	0.00%	5.51%
Hospice Services	0.00%	*	2.97%