

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	548	535	2%
↘	Admits	343	425	-19% ▼
↘	Discharges	357	420	-15% ▼
↘	Service Hours	496	747	-34% ▼

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

## Consumer Satisfaction Survey

(Based on 156 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ General Satisfaction	100%   100%	99%	80%	92%
✓ Quality and Appropriateness	100%   100%	98%	80%	93%
✓ Access	100%   100%	98%	80%	88%
✓ Respect	100%   100%	98%	80%	91%
✓ Outcome	100%   100%	83%	80%	83%
● Recovery	100%   100%	74%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Outpatient		304	55.4%
Crisis Services		245	44.6%

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

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	18-25	51	9%		Female	320	58%
26-34	65	12%	21%	Male	228	42%	▼ 58%
35-44	116	21%	22%	Transgender			0%
45-54	119	22%	20%	Race			
55-64	131	24%	20%	White/Caucasian	227	41%	▼ 63%
65+	60	11%	9%	Other	170	31%	▲ 13%

Ethnicity	#	%	State Avg	Black/African American	#	%	State Avg
	Non-Hispanic	182	33%		Am. Indian/Native Alaskan	3	1%
Hisp-Puerto Rican	150	27%	▲ 12%	Asian	3	1%	1%
Hispanic-Other	132	24%	▲ 8%	Hawaiian/Other Pacific Islander	3	1%	0%
Unknown	61	11%	11%	Multiple Races	1	0%	1%
Hispanic-Mexican	23	4%	1%				
Hispanic-Cuban		0%					

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	79%	N/A

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	84%	N/A

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	36%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	56%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	97%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 5 Active Gambling Outpatient Programs

1 or more Records Submitted to DMHAS

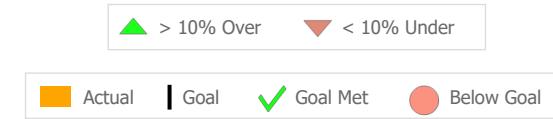
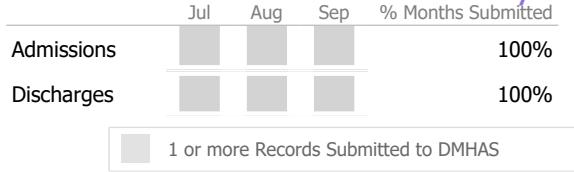
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	46	-17% ▼
Admits	37	64	-42% ▼
Discharges	36	62	-42% ▼

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		36	100%	75%	79%	25% ▲
✓ Community Location Evaluation		34	94%	80%	71%	14% ▲
✓ Follow-up Service within 48 hours		11	100%	90%	68%	10%

## Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Mobile Crisis Team Programs

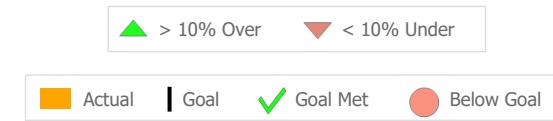
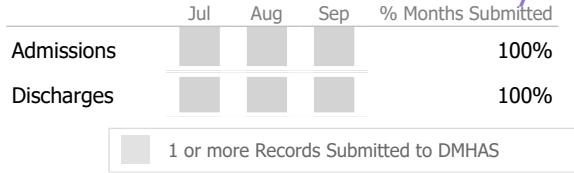
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	56	-43% ▼
Admits	48	77	-38% ▼
Discharges	48	75	-36% ▼

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		42	95%	75%	79%	20% ▲
✓ Community Location Evaluation		44	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		37	100%	90%	68%	10% ▲

## Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Mobile Crisis Team Programs

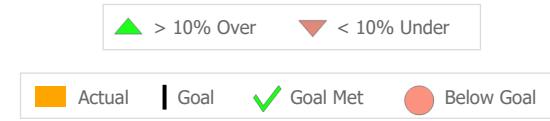
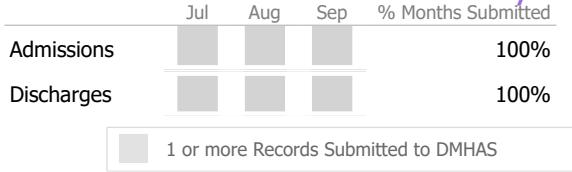
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	49	-18% ▼
Admits	48	73	-34% ▼
Discharges	47	73	-36% ▼

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		42	93%	75%	79%	18% ▲
✓ Community Location Evaluation		45	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		24	96%	90%	68%	6% ▲

## Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Mobile Crisis Team Programs

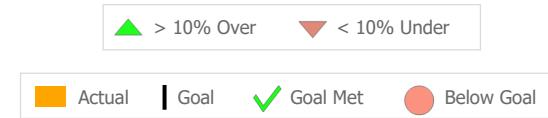
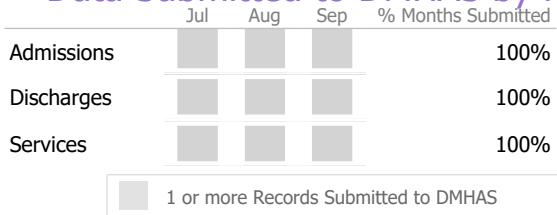
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	118	65	82%	▲
Admits	161	100	61%	▲
Discharges	160	100	60%	▲
Service Hours	31	17	80%	▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	59	100%	75%	79%	25%	▲
✓ Community Location Evaluation	50	85%	80%	71%	5%	
● Follow-up Service within 48 hours	7	50%	90%	68%	-40%	▼

## Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Mobile Crisis Team Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	17	-41%	▼
Admits	1	2	-50%	▼
Discharges	1	4	-75%	▼
Service Hours	27	37	-26%	▼

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	86%
✓ On-Time Periodic 6 Month Updates	75%	54%
Co-occurring		
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	100%	76%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	59%	30% ▲
✓ Employed		3	30%	30%	20%	0%
● Stable Living Situation		9	90%	95%	73%	-5%
✓ Improved/Maintained Axis V GAF Score		7	78%	75%	40%	3%

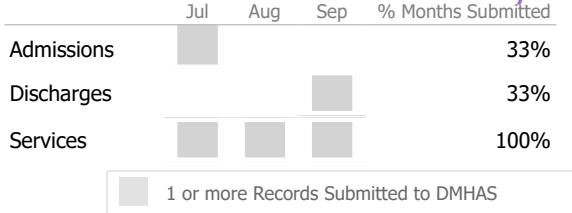
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	78%	90%	75%	-12% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	76%	-75% ▼

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	25	20	25%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	64	39	63%	▲

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic 6 Month Updates	70%	54%
Co-occurring MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis		
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	96%	90%

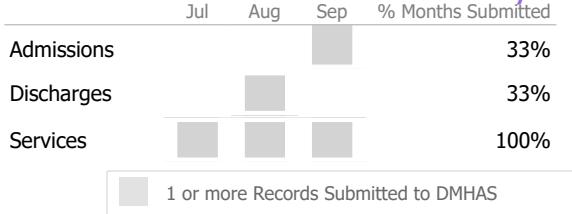
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	92%	60%	59%	32% ▲
✓ Improved/Maintained Axis V GAF Score		19	86%	75%	40%	11% ▲
● Stable Living Situation		23	92%	95%	73%	-3%
● Employed		6	24%	30%	20%	-6%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	87%	90%	75%	-3%
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	76%	25% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	21	29%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	72	49	47%	▲

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	32%	54%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis		
Valid Axis I Diagnosis	93%	97%
Valid Axis V GAF Score	96%	90%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	44%	60%	59%	-16% ▼
Employed		1	4%	30%	20%	-26% ▼
Improved/Maintained Axis V GAF Score		8	31%	75%	40%	-44% ▼
Stable Living Situation		11	41%	95%	73%	-54% ▼

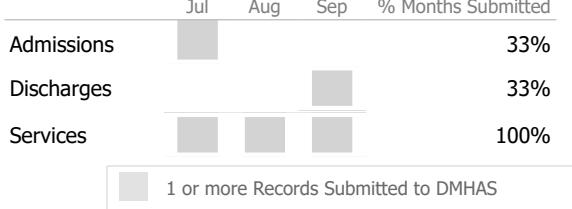
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	31%	90%	75%	-59% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	76%	25% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	45	-13% ▼
Admits	1	7	-86% ▼
Discharges	4	6	-33% ▼
Service Hours	71	106	-33% ▼

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	99%	86%
✓ On-Time Periodic 6 Month Updates	100%	54%
Co-occurring		
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	100%	76%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

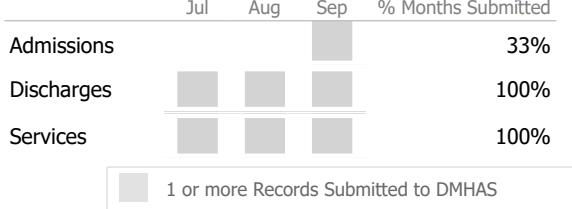
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	50%	33%	-25% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		36	100%	75%	40%	25% ▲
✓ Stable Living Situation		37	95%	95%	73%	0%
● Employed		9	23%	30%	20%	-7%
● Social Support		20	51%	60%	59%	-9%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	97%	90%	75%	7%
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1	100%	75%	76%	25% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

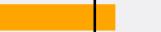
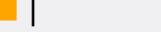
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	60	-10%
Admits	-	1	-100% 
Discharges	-	5	-100% 
Service Hours	73	131	-44% 

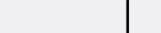
## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic 6 Month Updates	51%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	75%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

## Discharge Outcomes

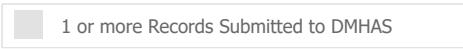
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	33%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	70%	60%	59%	10%
✓ Improved/Maintained Axis V GAF Score		42	79%	75%	40%	4%
● Employed		12	22%	30%	20%	-8%
● Stable Living Situation		44	81%	95%	73%	-14% 

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		47	87%	90%	75%	-3%
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	76%	-75% 

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	41	-17%	▼
Admits	3	8	-63%	▼
Discharges	19	18	6%	
Service Hours	23	43	-46%	▼

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	86%
✓ On-Time Periodic 6 Month Updates	78%	54%
Co-occurring		
✓ MH Screen Complete	100%	75%
SA Screen Complete	0%	76%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	33%	-50% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	59%	30%	20%	29% ▲
✓ Stable Living Situation		34	100%	95%	73%	5%
✓ Social Support		21	62%	60%	59%	2%
● Improved/Maintained Axis V GAF Score		19	68%	75%	40%	-7%

## Service Utilization

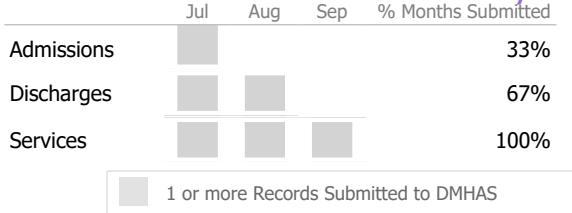
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	75%	-3%

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

✓ 2 or more Services within 30 days	
	3 100% 75% 76% 25% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	116	80	45%	▲
Admits	3	21	-86%	▼
Discharges	1	4	-75%	▼
Service Hours	135	326	-59%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	86%
On-Time Periodic		
6 Month Updates	0%	54%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

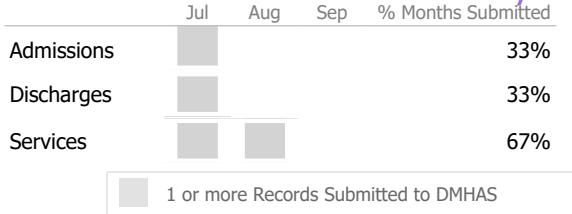
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	33%	-50% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		92	79%	60%	59%	19% ▲
● Employed		30	26%	30%	20%	-4%
● Stable Living Situation		97	84%	95%	73%	-11% ▼
● Improved/Maintained Axis V GAF Score		1	1%	75%	40%	-74% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		54	47%	90%	75%	-43% ▼
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	100%	75%	76%	25% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	49%	N/A

## Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic		
6 Month Updates	N/A	56%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	10%	-20% <span style="color: red;">▼</span>
Social Support		N/A	N/A	60%	70%	-60% <span style="color: red;">▼</span>
Stable Living Situation		N/A	N/A	80%	77%	-80% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	61%	N/A <span style="color: red;">▼</span>

## Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

  1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 23 Active Standard Case Management Programs

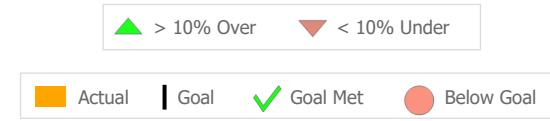
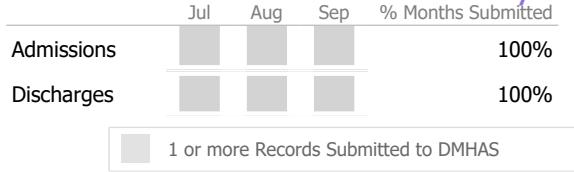
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	63	-40% ▼
Admits	38	71	-46% ▼
Discharges	38	73	-48% ▼

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		46	94%	75%	79%	19% ▲
✓ Community Location Evaluation		47	96%	80%	71%	16% ▲
✓ Follow-up Service within 48 hours		14	100%	90%	68%	10%

## Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Mobile Crisis Team Programs