

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	1,107	1,180	-6%
↘	Admits	128	256	-50% ▼
↗	Discharges	162	239	-32% ▼
↘	Service Hours	5,690	7,694	-26% ▼
↗	Bed Days	9,283	3,343	178% ▲
↘	S.Rehab/PHP/IOP	5	4,341	-100% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	96% Goal 80%	96%	80%	92%
✓ Overall	96% Goal 80%	96%	80%	91%
✓ Respect	95% Goal 80%	95%	80%	91%
✓ Quality and Appropriateness	95% Goal 80%	95%	80%	93%
✓ Participation in Treatment	94% Goal 80%	94%	80%	92%
✓ Access	91% Goal 80%	91%	80%	88%
✓ Recovery	80% Goal 80%	80%	80%	79%
● Outcome	79% Goal 80%	79%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	936	62.7%
	Social Rehabilitation	173	11.6%
	Community Support	157	10.5%
	Employment Services	94	6.3%
	Residential Services	63	4.2%
	Case Management	43	2.9%
	Other	27	1.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	107	10%	8%	Female	568	51%	42%
26-34	149	13%	21%	Male	539	49%	58%
35-44	190	17%	22%	Transgender			0%
45-54	224	20%	20%				
55-64	316	29%	20%				
65+	121	11%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	930	84%	69%	White/Caucasian	766	69%	63%
Hispanic-Other	107	10%	8%	Black/African American	205	19%	16%
Unknown	38	3%	11%	Unknown	37	3%	5%
Hisp-Puerto Rican	30	3%	12%	Am. Indian/Native Alaskan	34	3%	1%
Hispanic-Cuban	1	0%	0%	Other	29	3%	13%
Hispanic-Mexican	1	0%	1%	Hawaiian/Other Pacific Islander	25	2%	0%
				Asian	11	1%	1%
				Multiple Races			1%

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

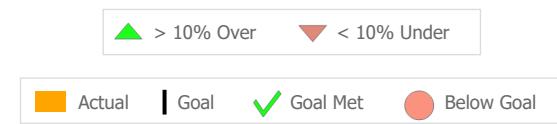
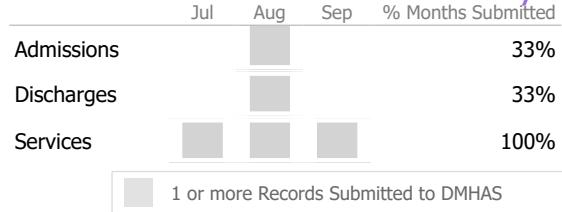
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	26	8%
Admits	1	3	-67% ▼
Discharges	1	-	
Service Hours	30	17	81% ▲
Social Rehab/PHP/IOP Days	5	277	-98% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		19	70%	90%	49%	-20%

Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	5	7	-29%	▼
Discharges	5	4	25%	▲
Bed Days	1,090	1,079	1%	

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	74%
✓ On-Time Periodic 6 Month Updates	100%	87%
Co-occurring		
✓ MH Screen Complete	100%	82%
✓ SA Screen Complete	100%	67%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	60%	84%	40% ▲
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

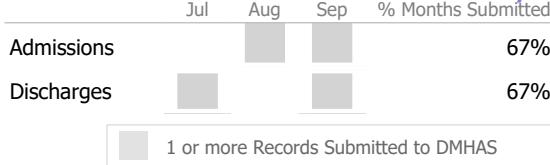
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	84%	40% ▲
✓ Stable Living Situation		18	100%	95%	92%	5%
● Employed		1	6%	25%	8%	-19% ▼
● Improved/Maintained Axis V GAF Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	199 days	0.8	85%	90%	101%	-5%



Data Submitted to DMHAS by Month





* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	320	233	37%	▲
Admits	11	70	-84%	▼
Discharges	7	14	-50%	▼
Service Hours	232	415	-44%	▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	49%	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%

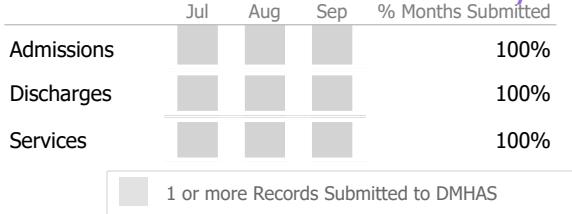
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	43%	50%	33%	-7%
Recovery						
✓ Social Support		306	96%	60%	59%	36% ▲
✓ Improved/Maintained Axis V GAF Score		269	88%	75%	40%	13% ▲
● Stable Living Situation		301	94%	95%	73%	-1%
● Employed		66	21%	30%	20%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		284	91%	90%	75%	1%
Service Engagement						
Outpatient						
● 2 or more Services within 30 days		5	45%	75%	76%	-30% ▼

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	157	170	-8%
Admits	9	9	0%
Discharges	19	15	27% ▲
Service Hours	966	1,967	-51% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	80%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	85%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	78%
✓	SA Screen Complete	100%	61%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	96%

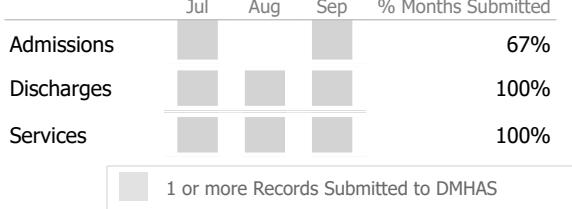
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	63%	65%	61%	-2%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		141	90%	60%	81%	30% ▲
✓ Stable Living Situation		151	96%	80%	89%	16% ▲
● Employed		26	17%	20%	13%	-3%
● Improved/Maintained Axis V GAF Score		90	64%	65%	56%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		138	100%	90%	94%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	76	24%	▲
Admits	28	12	133%	▲
Discharges	20	26	-23%	▼
Service Hours	591	552	7%	

Recovery

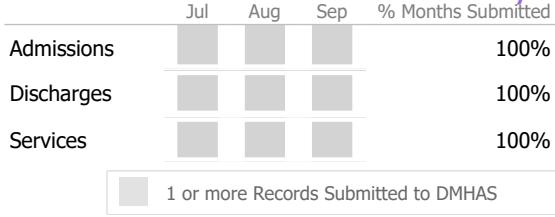
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		42	44%	35%	44%	9%
✓ Clients Receiving Services		74	97%	90%	87%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
✓ On-Time Periodic		100%

Service Utilization

Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	7	10	-30%	▼
Discharges	7	8	-13%	▼
Service Hours	308	314	-2%	
Bed Days	239	325	-26%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	95%	80%	5%
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	95%	1%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%
On-Time Periodic 6 Month Updates		N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Service Utilization

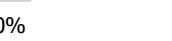
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	100%	10%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
 Avg Utilization Rate		5	59 days	0.5	52%	90%	60%	-38% 

 < 90%  90-110%  >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

 1 or more Records Submitted to DMHAS

* State Avg based on 6 Active Transitional Programs

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

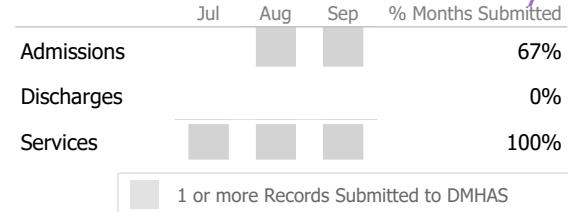
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	27	-11%	▼
Admits	3	9	-67%	▼
Discharges	-	9	-100%	▼
Service Hours	30	75	-60%	▼
Social Rehab/PHP/IOP Days	0	3	-100%	▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		17	71%	90%	49%	-19% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 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	8	10	-20%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	26	121	-79%	▼

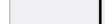
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	88%	15% 

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	92%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	96%
On-Time Periodic ✓ 6 Month Updates	 100%	87%

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 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	300	-15%	▼
Admits	18	22	-18%	▼
Discharges	15	27	-44%	▼
Service Hours	705	708	0%	

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	94%	86%
✓ On-Time Periodic 6 Month Updates	79%	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%

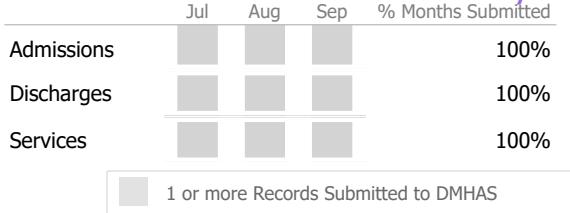
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	13%	50%	33%	-37% ▼
Recovery						
✓ Social Support		236	93%	60%	59%	33% ▲
✓ Improved/Maintained Axis V GAF Score		216	93%	75%	40%	18% ▲
✓ Stable Living Situation		248	97%	95%	73%	2%
● Employed		65	25%	30%	20%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		235	98%	90%	75%	8%
Service Engagement						
Outpatient						
● 2 or more Services within 30 days		12	67%	75%	76%	-8%

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	627	732	-14%	▼
Admits	32	91	-65%	▼
Discharges	79	111	-29%	▼
Service Hours	1,428	1,645	-13%	▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	90%	86%
✓ On-Time Periodic 6 Month Updates	80%	54%
Co-occurring		
✓ MH Screen Complete	86%	75%
✓ SA Screen Complete	86%	76%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

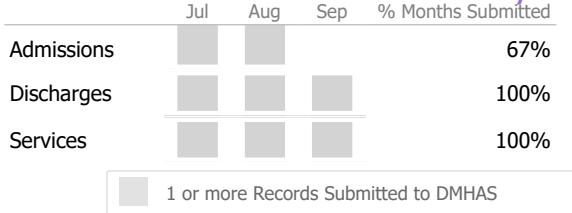
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		30	38%	50%	33%	-12% ▼
Recovery						
✓ Social Support		542	86%	60%	59%	26% ▲
✓ Improved/Maintained Axis V GAF Score		486	83%	75%	40%	8%
✓ Stable Living Situation		594	95%	95%	73%	0%
● Employed		159	25%	30%	20%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		544	99%	90%	75%	9%
Service Engagement						
Outpatient						
✓ 2 or more Services within 30 days		28	88%	75%	76%	13% ▲

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

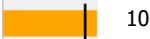
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	23	13%	▲
Admits	2	2	0%	
Discharges	1	1	0%	
Service Hours	225	296	-24%	▼

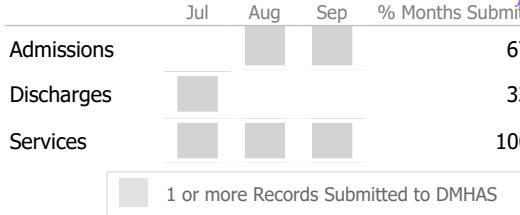
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	92%	85%	88%	7%
✓ Clients Receiving Services		25	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		87%	96%
On-Time Periodic ✓ 6 Month Updates		100%	87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	-	
Discharges	-	-	
Service Hours	34	86	-60% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	89%	8	89%	85%	93%	4%

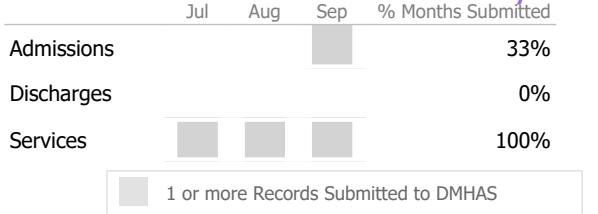
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	90%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	5	4	25%	▲
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	334	219	53%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	84%	40% 
✓ Follow-up within 30 Days of Discharge		1	100%	90%	76%	10% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	84%	40% 
✓ Stable Living Situation		5	100%	95%	92%	5% 
● Employed		1	20%	25%	8%	-5% 
● Improved/Maintained Axis V GAF Score		2	67%	95%	58%	-28% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	238 days	0.8	91%	90%	101%	1% 



Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	74%
✓ On-Time Periodic 6 Month Updates	100%	87%
Co-occurring		
✓ MH Screen Complete	100%	82%
SA Screen Complete	0%	67%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

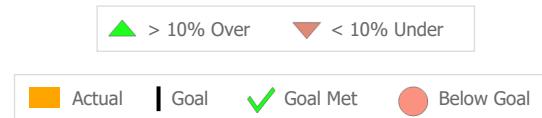
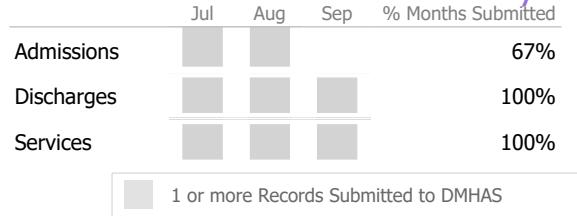
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	172	-16% ▼
Admits	4	17	-76% ▼
Discharges	3	18	-83% ▼
Service Hours	216	1,357	-84% ▼
Social Rehab/PHP/IOP Days	0	4,061	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	20	25%	▲
Admits	5	2	150%	▲
Discharges	4	2	100%	▲
Bed Days	7,620	1,720	343%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	60%	84%	40%						▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	76%	10%						

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	100%	60%	84%	40%
✓ Stable Living Situation		24	96%	95%	92%	1%
● Employed		4	16%	25%	8%	-9%
● Improved/Maintained Axis V GAF Score		16	84%	95%	58%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		43	440 days	1.7	193%	90%	101%	103% ▲

< 90% 90-110% > 110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	74%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	82%
SA Screen Complete	0%	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	7	5	40%	▲
Admits	1	-		
Discharges	-	2	-100%	▼
Service Hours	898	142		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	95%

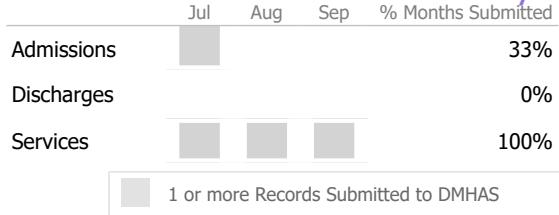
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	75%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	84%	26% ▲
✓ Stable Living Situation		7	100%	85%	98%	15% ▲
✓ Employed		2	29%	25%	11%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs