

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	822	869	-5%
↓	Admits	205	331	-38% ▼
↓	Discharges	196	292	-33% ▼
↓	Service Hours	3,360	6,485	-48% ▼
↓	Bed Days	755	1,281	-41% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	89%	89%	80%	91%
✓ Participation in Treatment	88%	88%	80%	92%
✓ Overall	87%	87%	80%	91%
✓ Quality and Appropriateness	85%	85%	80%	93%
✓ General Satisfaction	84%	84%	80%	92%
✓ Access	82%	82%	80%	88%
● Outcome	74%	74%	80%	83%
● Recovery	61%	61%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	251	27.3%
	Community Support	180	19.6%
	ACT	130	14.1%
	Crisis Services	103	11.2%
	Intake	34	3.7%
	Residential Services	16	1.7%
Forensic MH			
	Forensics Community-based	205	22.3%

Client Demographics

Age	#	%	State Avg
18-25	95	12%	8%
26-34	165	20%	21%
35-44	164	20%	22%
45-54	171	21%	20%
55-64	143	18%	20%
65+	79	10%	9%

Ethnicity	#	%	State Avg
Non-Hispanic	639	78%	69%
Unknown	95	12%	11%
Hisp-Puerto Rican	44	5%	12%
Hispanic-Other	42	5%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Gender	#	%	State Avg
Male	502	61%	58%
Female	316	38%	42%
Transgender	3	0%	0%

Race	#	%	State Avg
White/Caucasian	539	69%	63%
Black/African American	114	15%	16%
Other	57	7%	13%
Unknown	30	4%	5%
Multiple Races	26	3%	1%
Asian	9	1%	1%
Am. Indian/Native Alaskan	8	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

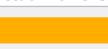
■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	79	70	13%	▲
Admits	8	8	0%	
Discharges	9	5	80%	▲
Service Hours	917	1,580	-42%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	33%	65%	36%	-32% ▼
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	53%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		91%

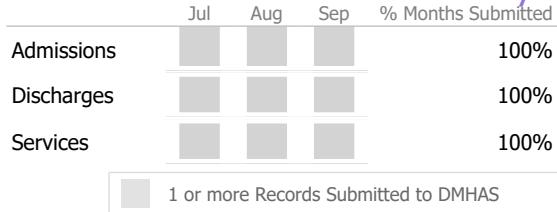
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		75	95%	60%	92%	35% ▲
● Employed		6	8%	15%	12%	-7%
● Social Support		40	51%	60%	80%	-9%
● Improved/Maintained Axis V GAF Score		19	27%	85%	49%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment 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

86%

On-Time Periodic	Actual	State Avg
------------------	--------	-----------

6 Month Updates

|

N/A

54%

Co-occurring	Actual	State Avg
--------------	--------	-----------

MH Screen Complete

|

N/A

75%

SA Screen Complete

|

N/A

76%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
--	--------------------	--------	----------	--------	-----------	----------------

Treatment Completed Successfully

|

N/A

N/A

50%

33%

N/A

Recovery

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

Employed		N/A	N/A	30%	20%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	40%	-75% ▼
Social Support		N/A	N/A	60%	59%	-60% ▼
Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
--	--------------------	--------	----------	--------	-----------	----------------

Clients Receiving Services

|

N/A

N/A

90%

75%

N/A ▼

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

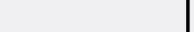
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

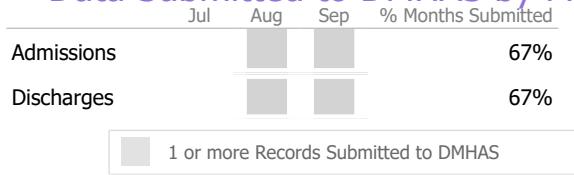
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	25	-64% ▼
Admits	9	30	-70% ▼
Discharges	8	30	-73% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		2	40%	75%	79%	-35% ▼
Community Location Evaluation		5	100%	80%	71%	20% ▲
Follow-up Service within 48 hours		0	NA	90%	68%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

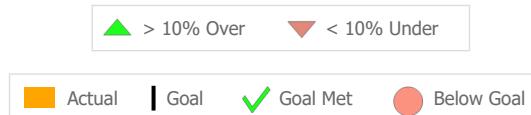
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	4	-75%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	0%

 1 or more Records Submitted to DMHAS



* State Avg based on 3 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	116	-13% ▼
Admits	-	-	
Discharges	5	4	25% ▲
Service Hours	132	375	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic		
6 Month Updates	33%	54%
Co-occurring		
MH Screen Complete	N/A	75%
SA Screen Complete	N/A	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		4	80%	50%	33%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		85	84%	60%	59%	24% ▲
● Stable Living Situation		93	92%	95%	73%	-3%
● Employed		11	11%	30%	20%	-19% ▼
● Improved/Maintained Axis V GAF Score		48	49%	75%	40%	-26% ▼

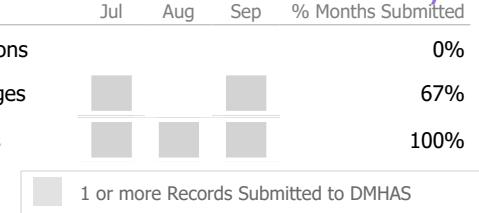
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		92	96%	90%	75%	6%

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



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

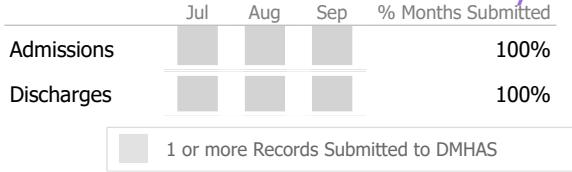
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	82	17%	▲
Admits	114	98	16%	▲
Discharges	113	98	15%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		72	72%	75%	79%	-3%
✓ Community Location Evaluation		98	98%	80%	71%	18% ▲
● Follow-up Service within 48 hours		2	20%	90%	68%	-70% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	1	4	-75% ▼
Discharges	-	1	-100% ▼

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	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

 > 10% Over  < 10% Under

Discharges 0%

 Actual  Goal  Goal Met  Below Goal 1 or more Records Submitted to DMHAS

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	38	-11%	▼
Admits	29	35	-17%	▼
Discharges	28	32	-13%	▼
Service Hours	61	71	-14%	▼

Data Submitted to DMHAS by Month



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

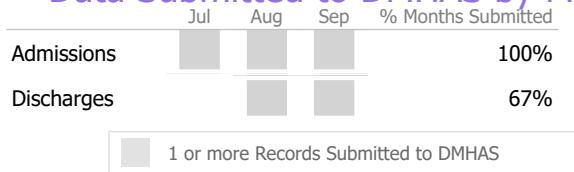
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	199	-23% ▼
Admits	12	99	-88% ▼
Discharges	10	74	-86% ▼

Jail Diversion

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	0	0%	0%	0%	66%	0%

Data Submitted to DMHAS by Month



* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

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

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

 > 10% Over  < 10% Under

Discharges 0%

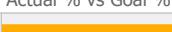
 Actual |  Goal  Goal Met  Below Goal 1 or more Records Submitted to DMHAS

* State Avg based on 17 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	37	-57%	▼
Admits	6	22	-73%	▼
Discharges	10	22	-55%	▼
Bed Days	755	1,281	-41%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	90%	95%	90%	-5%
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		9	100%	90%	100%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		95%	95%
✓ On-Time Periodic 6 Month Updates		75%	75%
Co-occurring	Actual	State Avg	
✓ MH Screen Complete		100%	100%
✓ SA Screen Complete		100%	100%
Diagnosis	Actual	State Avg	
✓ Valid Axis I Diagnosis		88%	88%
✓ Valid Axis V GAF Score		88%	88%

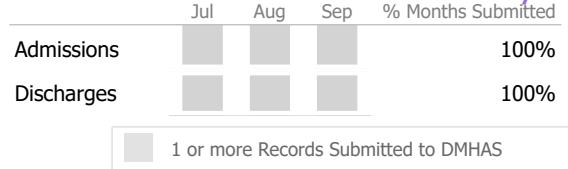
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		8	57%	95%	57%	-38% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	193 days	0.9	55%	90%	55%	-35% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	154	128	20%	▲
Admits	15	5	200%	▲
Discharges	5	6	-17%	▼
Service Hours	617	702	-12%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	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	94%	97%
Valid Axis V GAF Score	75%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	▲
✓ Treatment Completed Successfully		3	60%	50%	33%	10%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	▲
✓ Social Support		124	81%	60%	59%	21%	▲
● Stable Living Situation		141	92%	95%	73%	-3%	
● Employed		28	18%	30%	20%	-12%	▼
● Improved/Maintained Axis V GAF Score		49	37%	75%	40%	-38%	▼

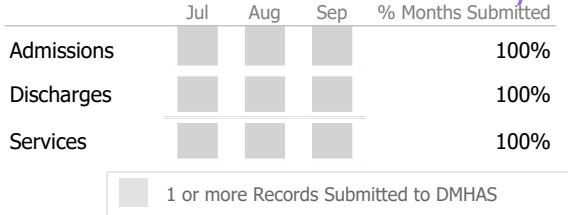
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		137	92%	90%	75%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	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

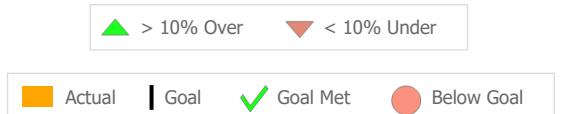
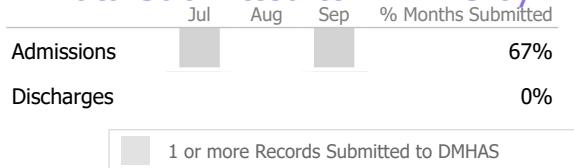
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	33	-15% ▼
Admits	3	5	-40% ▼
Discharges	-	4	-100% ▼

Jail Diversion

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	0	0%	0%	66%	0%

Data Submitted to DMHAS by Month



* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	180	0%
Admits	4	17	-76% ▼
Discharges	6	8	-25% ▼
Service Hours	625	1,715	-64% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 94%;">94%</div>	80%
On-Time Periodic		Actual	State Avg
●	6 Month Updates	<div style="width: 71%;">71%</div>	85%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 100%;">100%</div>	78%
✓	SA Screen Complete	<div style="width: 100%;">100%</div>	61%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div style="width: 98%;">98%</div>	98%
✓	Valid Axis V GAF Score	<div style="width: 97%;">97%</div>	96%

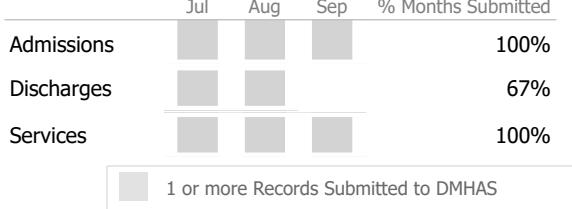
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 83%;">83%</div>	5	83%	65%	61%	18% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 93%;">93%</div>	167	93%	80%	89%	13% ▲
✓ Social Support	<div style="width: 64%;">64%</div>	116	64%	60%	81%	4% ▲
● Employed	<div style="width: 11%;">11%</div>	20	11%	20%	13%	-9% ▼
● Improved/Maintained Axis V GAF Score	<div style="width: 29%;">29%</div>	50	29%	65%	56%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 98%;">98%</div>	171	98%	90%	94%	8% ▲

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 17 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	54	-4%
Admits	4	7	-43% ▼
Discharges	2	7	-71% ▼
Service Hours	1,007	2,041	-51% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 50%;"></div></div>	1	50%	65%	36%	-15% ▼
● No Re-admit within 30 Days of Discharge	<div style="width: 50%;"><div style="width: 50%;"></div></div>	1	50%	85%	94%	-35% ▼
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1	100%	90%	53%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	84%
On-Time Periodic 6 Month Updates	47%	92%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	94%	87%

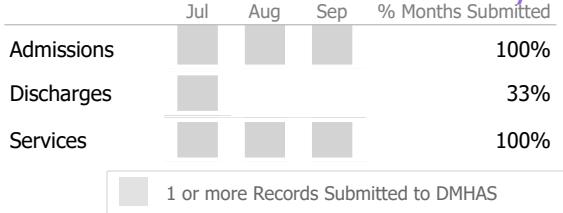
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div style="width: 54%;"><div style="width: 54%;"></div></div>	28	54%	60%	92%	-6%
● Social Support	<div style="width: 52%;"><div style="width: 52%;"></div></div>	27	52%	60%	80%	-8%
● Employed	<div style="width: 4%;"><div style="width: 4%;"></div></div>	2	4%	15%	12%	-11% ▼
● Improved/Maintained Axis V GAF Score	<div style="width: 67%;"><div style="width: 67%;"></div></div>	30	67%	85%	49%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	50	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs