

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	534	133	302%
↗	Admits	509	25	1936%
↗	Discharges	506	29	1645%
↘	Service Hours	105	106	-1%

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

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	100%   100%	100%	80%	91%
✓ Quality and Appropriateness	90%   80%	90%	80%	93%
✓ Participation in Treatment	88%   80%	88%	80%	92%
✓ Overall	88%   80%	88%	80%	91%
✓ Access	85%   80%	85%	80%	88%
✓ Outcome	85%   80%	85%	80%	83%
● General Satisfaction	79%   80%	79%	80%	92%
● Recovery	67%   80%	67%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Crisis Services		489	90.2%
Case Management		52	9.6%
IOP		1	0.2%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		Male	Female	Transgender
18-25	82	17%	8%		309	58%	58%
26-34	98	20%	21%		224	42%	42%
35-44	93	19%	22%				0%
45-54	86	17%	20%				
55-64	84	17%	20%				
65+	53	11%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
	White/Caucasian	Black/African American	Other		White/Caucasian	Black/African American	Other
Non-Hispanic	385	72%	69%		324	61%	63%
Hispanic-Other	101	19%	▲ 8%		102	19%	16%
Hisp-Puerto Rican	40	7%	12%		92	17%	13%
Unknown	5	1%	11%		10	2%	1%
Hispanic-Cuban	2	0%	0%		3	1%	1%
Hispanic-Mexican	1	0%	1%		1	0%	0%
Am. Indian/Native Alaskan							
Asian							
Hawaiian/Other Pacific Islander							
Unknown							

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	489	91	437%	▲
Admits	489	14	3393%	▲
Discharges	481	14	3336%	▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		397	77%	75%	79%	2%
● Community Location Evaluation		0	0%	80%	71%	-80% ▼
● Follow-up Service within 48 hours		10	6%	90%	68%	-84% ▼

## 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	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

## Data Submission Quality

	Actual	State Avg
Data Entry		
Valid NOMS Data	N/A	98%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	17%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	65%	-75% ▼
Stable Living Situation		0	0%	95%	79%	-95% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	30%	N/A ▼

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 3 Active Standard IOP Programs

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
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Unique Clients

0

Admits

-

Discharges

-

Service Hours

-

## Data Submission Quality

Data Entry	Actual	State Avg
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Valid NOMS Data

|

N/A

86%

On-Time Periodic	Actual	State Avg
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6 Month Updates

|

N/A

54%

Co-occurring	Actual	State Avg
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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
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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
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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
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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

▲ &gt; 10% Over ▼ &lt; 10% Under

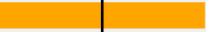
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs

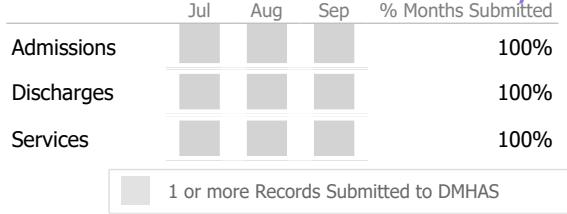
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	41	27%	▲
Admits	20	11	82%	▲
Discharges	25	15	67%	▲
Service Hours	105	106	-1%	

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		20	100%	50%	93%	50% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 45 Active Outreach & Engagement 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%
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On-Time Periodic      Actual      State Avg

6 Month Updates		N/A	54%
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Co-occurring      Actual      State Avg

MH Screen Complete		N/A	75%
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SA Screen Complete		N/A	76%
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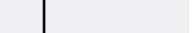
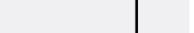
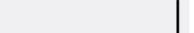
## Discharge Outcomes

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

Treatment Completed Successfully		N/A	N/A	50%	33%	N/A
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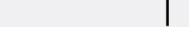
## Recovery

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
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## 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 84 Active Standard Outpatient Programs

## Program Activity

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	108%	-90%

## 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 10 Active Respite Bed Programs