

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	940	1,006	-7%
	Admits	414	610	-32%
	Discharges	378	569	-34%
	Service Hours	6,517	12,419	-48%
	Bed Days	1,368	2,547	-46%

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

Consumer Satisfaction Survey

(Based on 105 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Access		82%	80%	88%
● Outcome		74%	80%	83%
● Recovery		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	260	23.7%
	Crisis Services	186	16.9%
	Community Support	184	16.8%
	ACT	144	13.1%
	Intake	59	5.4%
	Residential Services	25	2.3%
	Other	1	0.1%
Forensic MH			
	Forensics Community-based	239	21.8%

Client Demographics

Age	#	%	State Avg
18-25	121	13%	9%
26-34	184	20%	21%
35-44	189	20%	22%
45-54	192	21%	19%
55-64	159	17%	20%
65+	87	9%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	711	76%	70%
Unknown	129	14%	10%
Hisp-Puerto Rican	50	5%	12%
Hispanic-Other	46	5%	8%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	0%

Gender	#	%	State Avg
Male	568	60%	58%
Female	368	39%	42%
Transgender	3	0%	0%

Race	#	%	State Avg
White/Caucasian	596	68%	62%
Black/African American	134	15%	17%
Other	61	7%	13%
Unknown	35	4%	6%
Multiple Races	30	3%	1%
Am. Indian/Native Alaskan	12	1%	1%
Asian	10	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	88	87	1%
Admits	17	25	-32% ▼
Discharges	13	15	-13% ▼
Service Hours	1,609	2,882	-44% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	 	6	46%	65%	39%	-19% ▼
✓ No Re-admit within 30 Days of Discharge	 	13	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge	 	4	67%	90%	48%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	97%	84%
On-Time Periodic 6 Month Updates	 	84%	87%
Co-occurring	Actual	State Avg	
✓ MH Screen Complete	 	100%	89%
✓ SA Screen Complete	 	100%	89%
Diagnosis	Actual	State Avg	
Valid Axis I Diagnosis	 	95%	98%

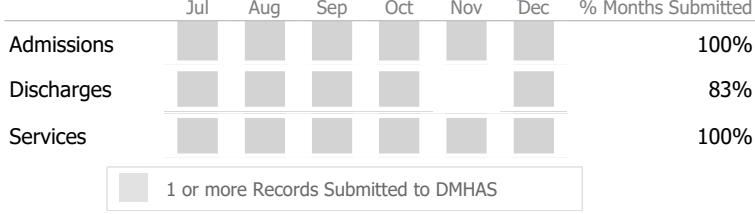
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	80	91%	60%	93%	31% ▲
● Employed	 	8	9%	15%	14%	-6%
● Social Support	 	45	51%	60%	79%	-9%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	75	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

52%

Co-occurring

Actual

State Avg

MH Screen Complete

|

N/A

75%

SA Screen Complete

|

N/A

75%

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%	22%	-30% ▼
Social Support		N/A	N/A	60%	60%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	81%	N/A ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions

0%

Discharges

0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

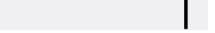
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

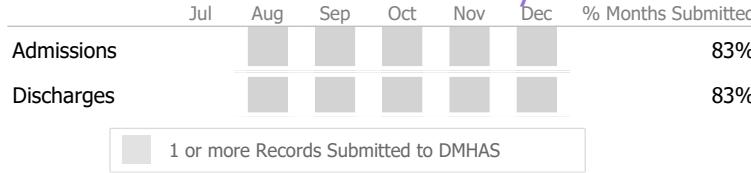
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	47	-60% 
Admits	20	55	-64% 
Discharges	15	55	-73% 

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Evaluation within 1.5 hours of Request		5	50%	75%	79%	-25% 
 Community Location Evaluation		10	100%	80%	71%	20% 
 Follow-up Service within 48 hours		0	NA	90%	69%	-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	5	-80%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % 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 Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	116	-11%	▼
Admits	2	-		
Discharges	6	11	-45%	▼
Service Hours	254	622	-59%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	72%	52%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	75%
SA Screen Complete	N/A	75%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	67%	50%	33%	17%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		85	83%	60%	60%	23%
● Stable Living Situation		96	93%	95%	74%	-2%
● Employed		12	12%	30%	22%	-18%

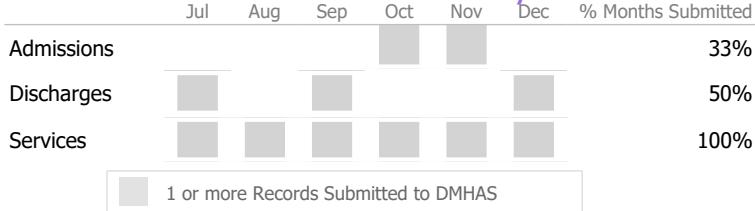
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	97%	90%	81%	7%

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

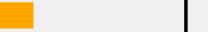
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

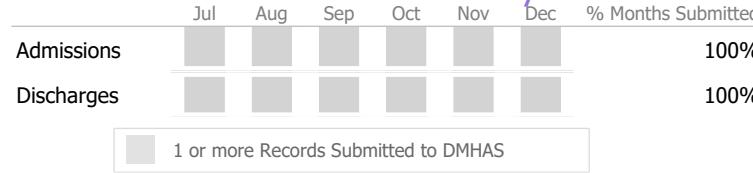
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	173	135	28%	▲
Admits	213	173	23%	▲
Discharges	212	173	23%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		123	64%	75%	79%	-11% 
✓ Community Location Evaluation		183	96%	80%	71%	16% 
● Follow-up Service within 48 hours		3	18%	90%	69%	-72% 

Data Submitted to DMHAS by Month



% Months Submitted

100%

100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

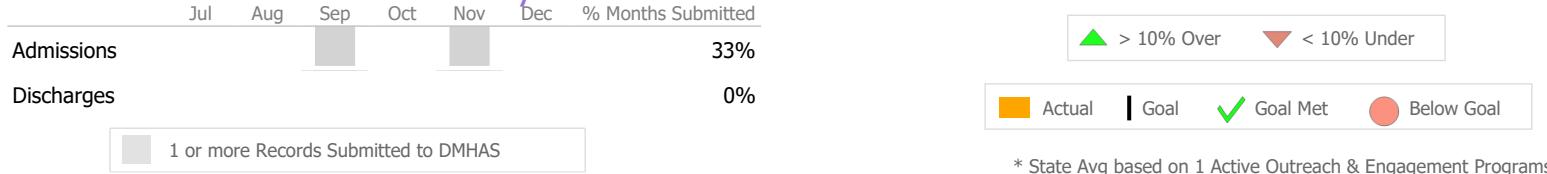
 Actual | Goal  Goal Met  Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	23	4%
Admits	3	4	-25% ▼
Discharges	-	3	-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 Oct Nov Dec % Months Submitted

Admissions 0%

Discharges 0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

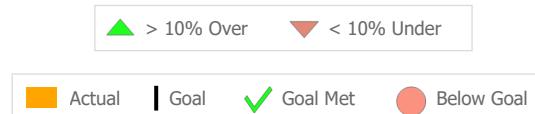
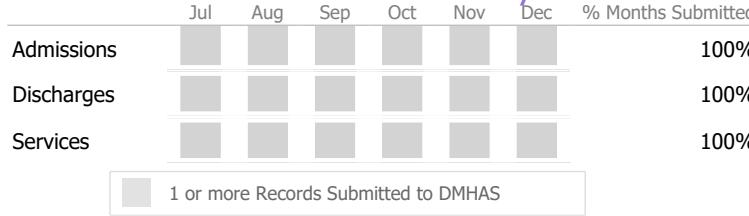
 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	81	-27%	▼
Admits	54	78	-31%	▼
Discharges	53	74	-28%	▼
Service Hours	119	185	-36%	▼

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Central Intake Programs

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

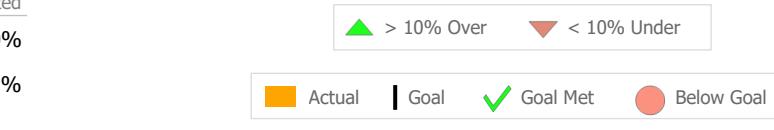
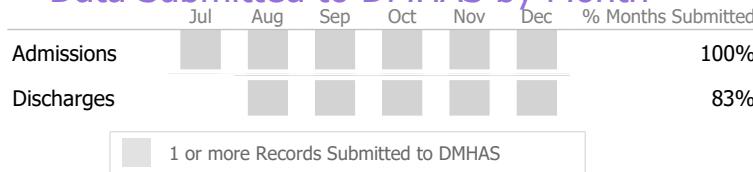
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	259	-29% 
Admits	43	160	-73% 
Discharges	27	139	-81% 

Jail Diversion

Follow-up Service within 48 hours	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Follow-up Service within 48 hours		2	13%	0%	61%	13% 

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 Oct Nov Dec % 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 15 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	57	-56%	▼
Admits	15	46	-67%	▼
Discharges	19	46	-59%	▼
Bed Days	1,368	2,547	-46%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

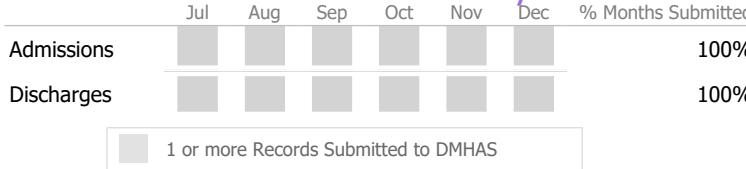
Data Submission Quality

Data Entry		Actual	State Avg	
✓ Valid NOMS Data		97%	97%	
On-Time Periodic		Actual	State Avg	
✓ 6 Month Updates		100%	100%	
Co-occurring		Actual	State Avg	
✓ MH Screen Complete		100%	100%	
✓ SA Screen Complete		100%	100%	
Diagnosis		Actual	State Avg	
✓ Valid Axis I Diagnosis		84%	84%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
		15	171 days	0.5	50%	90%	50%	-40%	▼

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	163	138	18%	▲
Admits	24	16	50%	▲
Discharges	12	15	-20%	▼
Service Hours	1,278	1,370	-7%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	84%	52%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	83%	50%	33%	33%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		130	80%	60%	60%	20% ▲
● Stable Living Situation		152	93%	95%	74%	-2%
● Employed		30	18%	30%	22%	-12% ▼

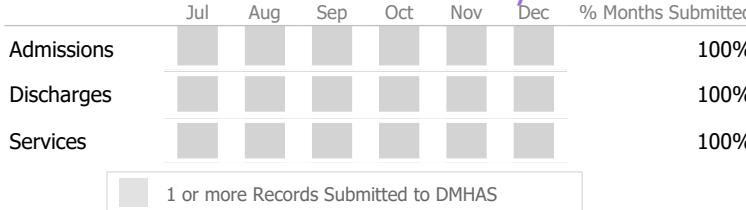
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		147	97%	90%	81%	7% ▲

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		18	75%	75%	76%	0% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

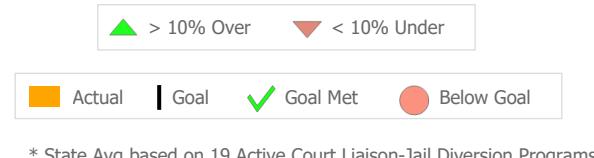
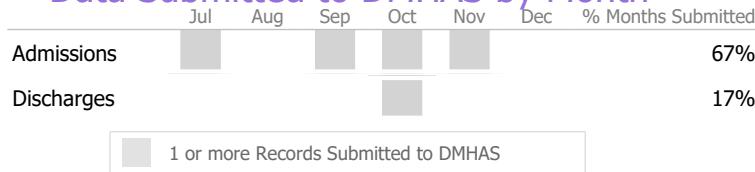
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	35	-14% ▼
Admits	5	7	-29% ▼
Discharges	1	6	-83% ▼

Jail Diversion

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	0	0%	0%	61%	0%

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	184	193	-5%
Admits	8	30	-73% ▼
Discharges	14	19	-26% ▼
Service Hours	1,286	3,358	-62% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 97%;">97%</div>	80%
On-Time Periodic		Actual	State Avg
●	6 Month Updates	<div style="width: 73%;">73%</div>	81%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 80%;">80%</div>	80%
✓	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%

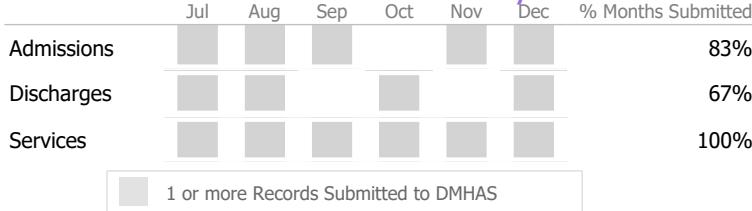
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 86%;">86%</div>	12	86%	65%	59%	21% ▲
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>	171	93%	80%	88%	13% ▲
✓ Social Support	<div style="width: 64%;">64%</div>	117	64%	60%	82%	4% ▲
● Employed	<div style="width: 10%;">10%</div>	19	10%	20%	13%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 99%;">99%</div>	169	99%	90%	97%	9% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

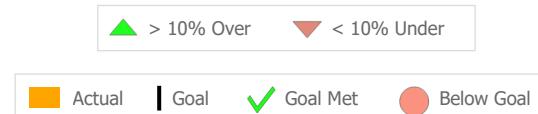
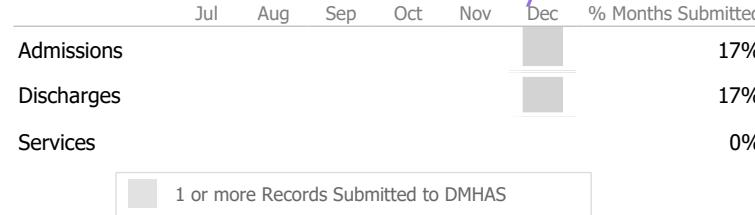
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

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

Data Submitted to DMHAS by Month



* State Avg based on 15 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	59	-3%
Admits	9	14	-36% ▼
Discharges	5	11	-55% ▼
Service Hours	1,972	4,002	-51% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
● Treatment Completed Successfully	█	1	20%	65%	39%	-45% ▼		
● No Re-admit within 30 Days of Discharge	█	3	60%	85%	94%	-25% ▼		
✓ Follow-up within 30 Days of Discharge	█	1	100%	90%	48%	10% ▲		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data	█	92%	84%
On-Time Periodic			
● 6 Month Updates	█	58%	87%
Co-occurring		Actual	State Avg
✓ MH Screen Complete	█	100%	89%
✓ SA Screen Complete	█	100%	89%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis	█	100%	98%

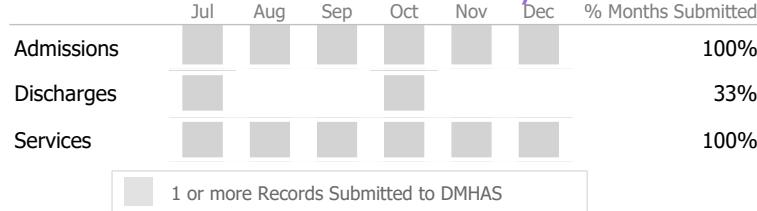
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	█	47	82%	60%	93%	22% ▲
✓ Social Support	█	34	60%	60%	79%	0% ▲
● Employed	█	4	7%	15%	14%	-8% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	52	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