

**Provider Activity**

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,322	1,525	-13%	▼
	Admits	667	1,171	-43%	▼
	Discharges	694	1,189	-42%	▼
	Service Hours	16,308	29,744	-45%	▼
	Bed Days	2,255	3,330	-32%	▼

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

**Consumer Satisfaction Survey**

(Based on 301 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Access		91%	80%	88%
✓ Recovery		81%	80%	79%
✓ Outcome		80%	80%	83%

**Clients by Level of Care**

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	580	35.3%
	Crisis Services	342	20.8%
	ACT	205	12.5%
	Community Support	172	10.5%
	Social Rehabilitation	80	4.9%
	Intake	57	3.5%
	Other	55	3.3%
	Case Management	20	1.2%
	Residential Services	12	0.7%
<b>Forensic MH</b>			
	Forensics Community-based	118	7.2%
	Crisis Services	4	0.2%

**Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	208	16%	9%	Male	847	64%	58%
26-34	295	22%	21%	Female	469	36%	42%
35-44	199	15%	22%	Transgender	5	0%	0%
45-54	197	15%	19%				
55-64	284	22%	20%				
65+	137	10%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,046	79%	70%	White/Caucasian	888	68%	62%
Hispanic-Other	122	9%	8%	Black/African American	204	16%	17%
Hisp-Puerto Rican	75	6%	12%	Other	139	11%	13%
Unknown	72	5%	10%	Multiple Races	28	2%	1%
Hispanic-Cuban	4	0%	0%	Unknown	27	2%	6%
Hispanic-Mexican	3	0%	0%	Asian	15	1%	1%

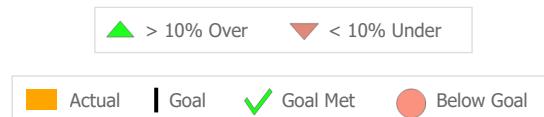
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	2	▼
Admits	-	3	-100% ▼
Discharges	-	3	-100% ▼

## 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

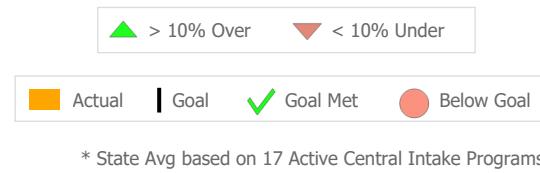
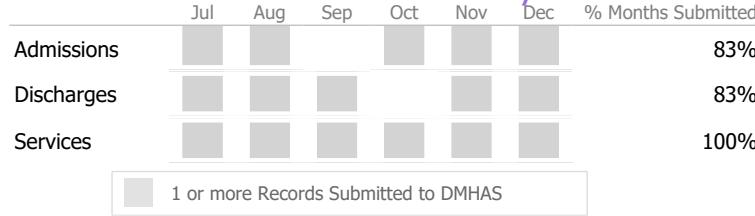


\* State Avg based on 25 Active Mobile Crisis Team Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	22	-45%	▼
Admits	10	21	-52%	▼
Discharges	9	21	-57%	▼
Service Hours	28	60	-53%	▼

## Data Submitted to DMHAS by Month



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

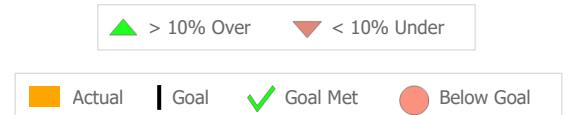
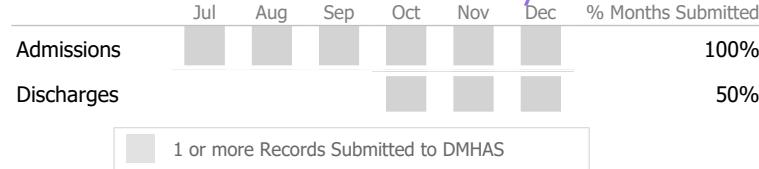
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	10	16	-38% ▼
Discharges	8	10	-20% ▼

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	7	88%	0%	61%	88%	▲

## Data Submitted to DMHAS by Month

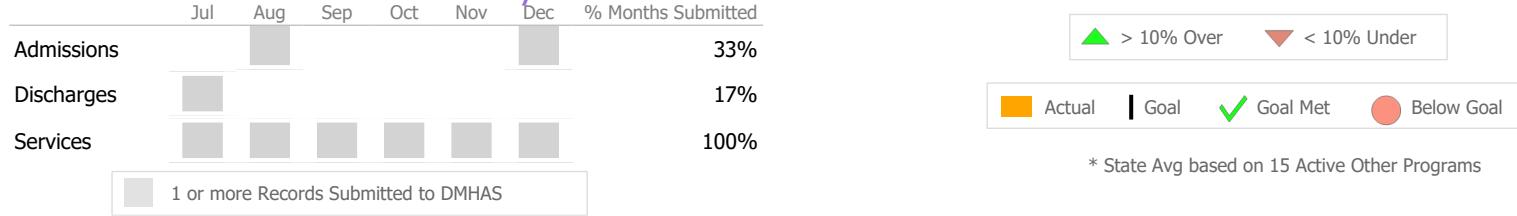


\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	20	-40%	▼
Admits	2	8	-75%	▼
Discharges	2	5	-60%	▼
Service Hours	106	196	-46%	▼

## 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	198	204	-3%
Admits	6	17	-65% <span style="color: red;">▼</span>
Discharges	13	16	-19% <span style="color: red;">▼</span>
Service Hours	2,030	3,212	-37% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	<div style="width: 98%;"> </div> 98%	86%
On-Time Periodic		Actual	State Avg
<span style="color: green;">✓</span>	6 Month Updates	<div style="width: 100%;"> </div> 100%	52%
Co-occurring		Actual	State Avg
<span style="color: green;">✓</span>	MH Screen Complete	<div style="width: 100%;"> </div> 100%	75%
<span style="color: green;">✓</span>	SA Screen Complete	<div style="width: 100%;"> </div> 100%	75%
Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	<div style="width: 89%;"> </div> 89%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully	<div style="width: 23%;"> </div> 3	23%	50%	33%	-27%	<span style="color: red;">▼</span>
<b>Recovery</b>						
<span style="color: green;">✓</span> Social Support	<div style="width: 87%;"> </div> 173	87%	60%	60%	27%	<span style="color: green;">▲</span>
<span style="color: green;">✓</span> Stable Living Situation	<div style="width: 96%;"> </div> 190	96%	95%	74%	1%	
<span style="color: red;">●</span> Employed	<div style="width: 11%;"> </div> 22	11%	30%	22%	-19%	<span style="color: red;">▼</span>

## Service Utilization

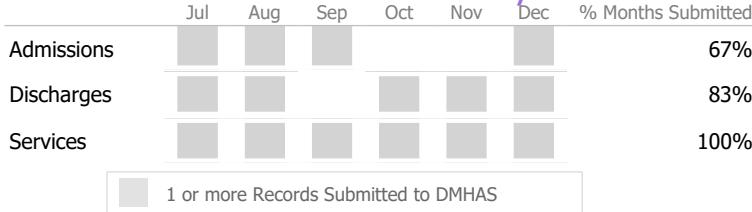
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<div style="width: 100%;"> </div> 186	100%	90%	81%	10%	

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Outpatient	<div style="width: 100%;"> </div> 6	100%	75%	76%	25%	<span style="color: green;">▲</span>

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> 2 or more Services within 30 days	<div style="width: 100%;"> </div> 6	100%	75%	76%	25%	<span style="color: green;">▲</span>

## 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	32	29	10%	▲
Admits	6	6	0%	
Discharges	5	7	-29%	▼
Service Hours	888	1,197	-26%	▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	60%	65%	39%	-5%
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	48%	10%

## Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	84%
On-Time Periodic		100%	87%
✓ 6 Month Updates		100%	89%
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%

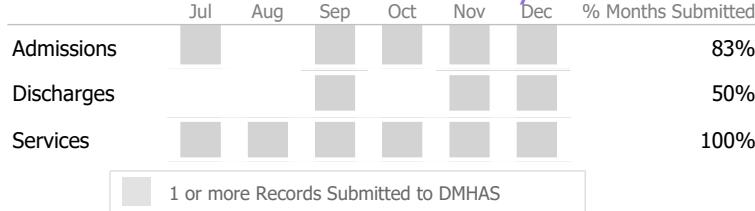
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	94%	60%	79%	34% ▲
✓ Stable Living Situation		31	94%	60%	93%	34% ▲
✓ Employed		7	21%	15%	14%	6%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	99%	6%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

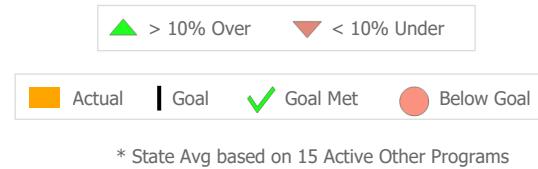
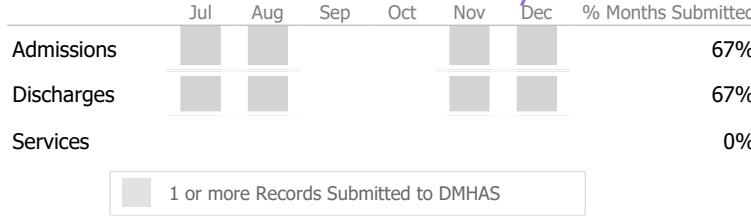
Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	4	6	-33%	▼
Discharges	4	6	-33%	▼
Service Hours	-		-100%	▼

## Data Submitted to DMHAS by Month



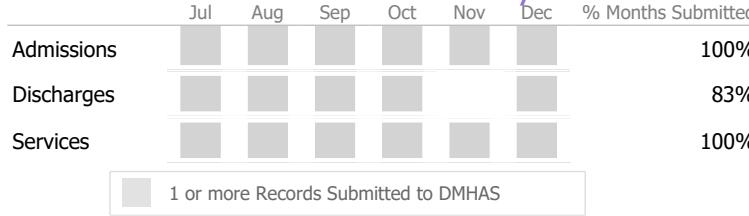
\* State Avg based on 15 Active Other Programs

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	37	-49%	▼
Admits	18	34	-47%	▼
Discharges	19	34	-44%	▼
Service Hours	42	69	-40%	▼

## 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	93	98	-5%
Admits	6	10	-40% ▼
Discharges	14	11	27% ▲
Service Hours	1,364	2,197	-38% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	80%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	81%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	80%
✓ SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	98%

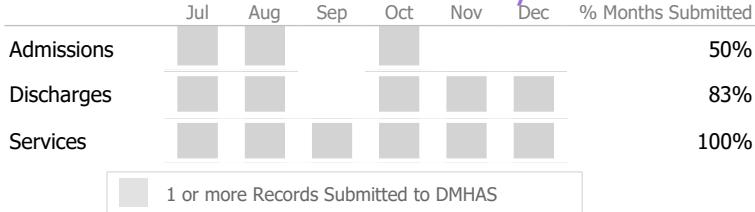
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	50%	65%	59%	-15% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		80	86%	60%	82%	26% ▲
✓ Stable Living Situation		88	95%	80%	88%	15% ▲
● Employed		7	8%	20%	13%	-12% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	100%	90%	97%	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

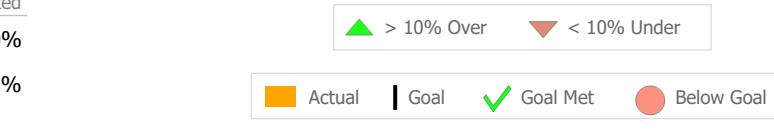
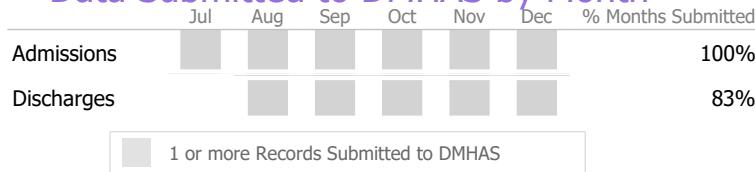
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	71	-25% 
Admits	27	39	-31% 
Discharges	18	36	-50% 

## Jail Diversion

Metric	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	 Follow-up Service within 48 hours	21	91%	0%	61%	91% 

## Data Submitted to DMHAS by Month

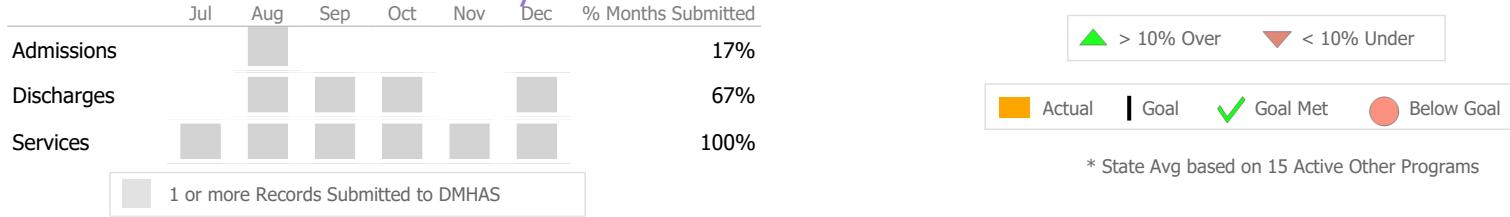


\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	16	-25%	▼
Admits	2	3	-33%	▼
Discharges	5	8	-38%	▼
Service Hours	22	91	-76%	▼

## Data Submitted to DMHAS by Month



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

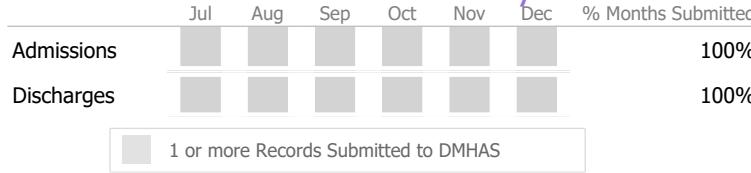
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	106	-15% 
Admits	138	207	-33% 
Discharges	138	207	-33% 

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	 	122	88%	75%	79%	13% 
✓ Community Location Evaluation	 	138	100%	80%	71%	20% 
✓ Follow-up Service within 48 hours	 	91	100%	90%	69%	10% 

## 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

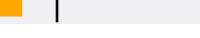
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	114	-7%
Admits	12	33	-64% <span style="color: red;">▼</span>
Discharges	16	18	-11% <span style="color: red;">▼</span>
Service Hours	1,284	1,743	-26% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	98%	86%
On-Time Periodic		Actual	State Avg
<span style="color: green;">✓</span>	6 Month Updates	100%	52%
Co-occurring		Actual	State Avg
<span style="color: green;">✓</span>	MH Screen Complete	86%	75%
<span style="color: green;">✓</span>	SA Screen Complete	100%	75%
Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	88%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully		6	38%	50%	33%	-12% <span style="color: red;">▼</span>
<b>Recovery</b>						
<span style="color: green;">✓</span> Social Support		93	88%	60%	60%	28% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Stable Living Situation		101	95%	95%	74%	0%
<span style="color: red;">●</span> Employed		14	13%	30%	22%	-17% <span style="color: red;">▼</span>

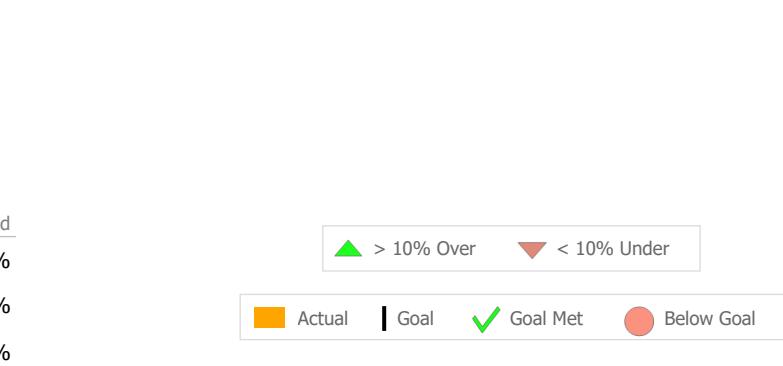
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services		90	100%	90%	81%	10% <span style="color: green;">▲</span>

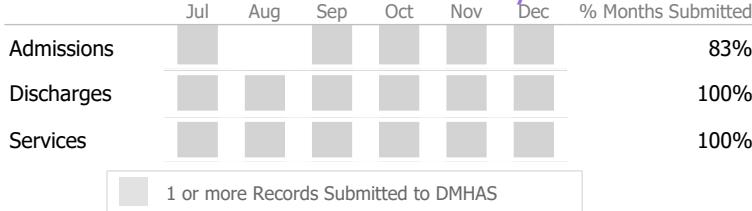
## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Outpatient		10	83%	75%	76%	8% <span style="color: green;">▲</span>

### 2 or more Services within 30 days



## Data Submitted to DMHAS by Month



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

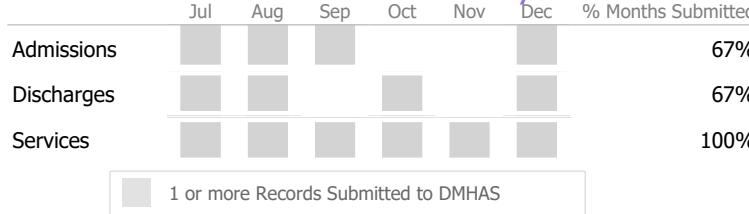
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	123	-35%	▼
Admits	8	19	-58%	▼
Discharges	10	43	-77%	▼
Service Hours	1,065	2,227	-52%	▼
Social Rehab/PHP/IOP Days	0	0		

## Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Actual %				
Clients Receiving Services	70	100%	90%	57%	100%	90%	57%	10%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	973	749	30% <span style="color: green;">▲</span>
Bed Days	924	952	-3% <span style="color: green;">▲</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
<span style="color: red;">●</span> Treatment Completed Successfully	<span style="color: orange;">█</span>	1	50%	95%	86%	-45% <span style="color: red;">▼</span>		
<span style="color: green;">✓</span> No Re-admit within 30 Days of Discharge	<span style="color: orange;">█</span>	2	100%	85%	98%	15% <span style="color: green;">▲</span>		
<span style="color: green;">✓</span> Follow-up within 30 Days of Discharge	<span style="color: orange;">█</span>	1	100%	90%	83%	10% <span style="color: green;">▲</span>		

## Data Submission Quality

	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	99% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> On-Time Periodic 6 Month Updates	<span style="color: orange;">█</span>	100% <span style="color: green;">▲</span>
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	<span style="color: orange;">█</span>	86% <span style="color: green;">▲</span>

## Service Utilization

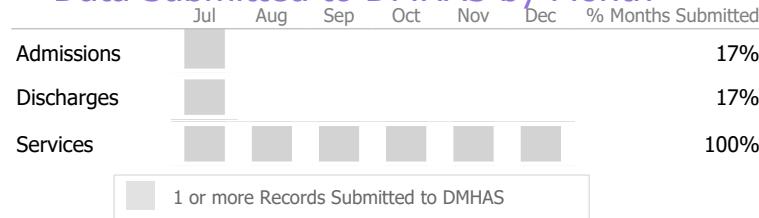
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	5	100%	90%	78%	10% <span style="color: green;">▲</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Avg Utilization Rate	<span style="color: cyan;">█</span>	6	407 days	0.5	84%	90%	62%	-6% <span style="color: red;">▼</span>

█ < 90% █ 90-110% █ >110%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

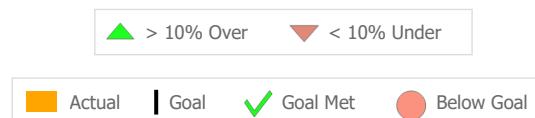
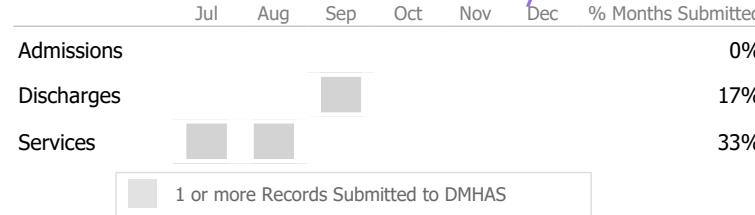
█ Actual █ Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Transitional Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	1	1	-7%	

## 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	40	50	-20%	▼
Admits	1	9	-89%	▼
Discharges	9	13	-31%	▼
Service Hours	1,147	1,915	-40%	▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	33%	65%	39%	-32% ▼
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	94%	4%
● Follow-up within 30 Days of Discharge		2	67%	90%	48%	-23% ▼

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data		98%
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		98%

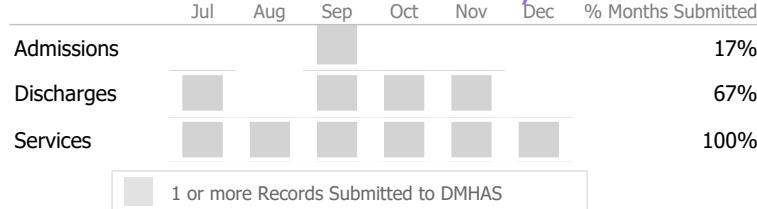
## Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	100%	60%	79%	40% ▲
✓ Stable Living Situation		39	98%	60%	93%	38% ▲
✓ Employed		15	38%	15%	14%	23% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	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	45	46	-2%
Admits	9	10	-10%
Discharges	5	8	-38% <span style="color: red;">▼</span>
Service Hours	821	1,719	-52% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	<div style="width: 97%;">97%</div>	84%
	On-Time Periodic		
<span style="color: green;">✓</span>	6 Month Updates	<div style="width: 100%;">100%</div>	87%
Co-occurring		Actual	State Avg
<span style="color: green;">✓</span>	MH Screen Complete	<div style="width: 91%;">91%</div>	89%
<span style="color: green;">✓</span>	SA Screen Complete	<div style="width: 100%;">100%</div>	89%
Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	<div style="width: 91%;">91%</div>	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully	<div style="width: 40%;">40%</div>	2	40%	65%	39%	-25% <span style="color: red;">▼</span>
<span style="color: green;">✓</span> No Re-admit within 30 Days of Discharge	<div style="width: 100%;">100%</div>	5	100%	85%	94%	15% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Follow-up within 30 Days of Discharge	<div style="width: 100%;">100%</div>	2	100%	90%	48%	10%

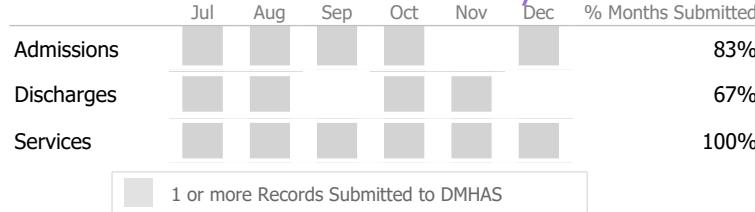
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Stable Living Situation	<div style="width: 96%;">96%</div>	43	96%	60%	93%	36% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Social Support	<div style="width: 93%;">93%</div>	42	93%	60%	79%	33% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Employed	<div style="width: 18%;">18%</div>	8	18%	15%	14%	3% <span style="color: green;">▲</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<div style="width: 100%;">100%</div>	40	100%	90%	99%	10% <span style="color: green;">▲</span>

## 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	20	21	-5%
Admits	-	-	
Discharges	1	1	0%
Service Hours	130	191	-32% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	56%

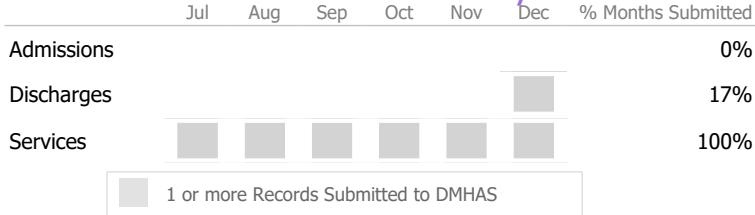
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	76%	-50% ▼
<b>Recovery</b>						
✓ Social Support	Actual % vs Goal %	15	75%	60%	71%	15% ▲
✓ Stable Living Situation		19	95%	80%	80%	15% ▲
● Employed		0	0%	20%	10%	-20% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	68%	10%

## Data Submitted to DMHAS by Month



▲ > 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	45	59	-24%	▼
Admits	4	10	-60%	▼
Discharges	4	18	-78%	▼
Service Hours	1,064	1,396	-24%	▼

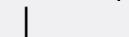
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	39%	-15% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	94%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	48%	-40% ▼

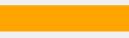
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		97%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		89%

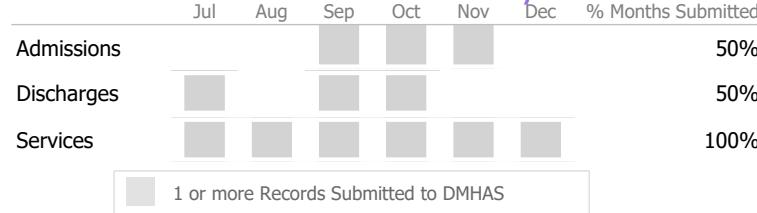
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		44	96%	60%	93%	36% ▲
✓ Social Support		35	76%	60%	79%	16% ▲
● Employed		0	0%	15%	14%	-15% ▼

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	98%	90%	99%	8%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

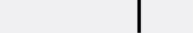
Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

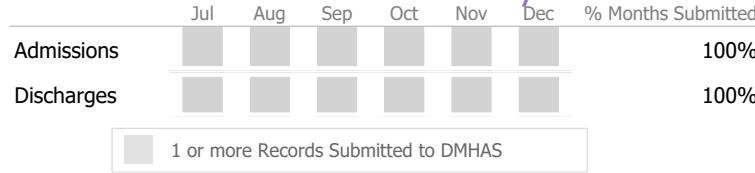
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	226	-44% 
Admits	137	273	-50% 
Discharges	137	273	-50% 

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Evaluation within 1.5 hours of Request		0	0%	75%	79%	-75% 
 Community Location Evaluation		136	99%	80%	71%	19% 
 Follow-up Service within 48 hours		5	100%	90%	69%	10%

## Data Submitted to DMHAS by Month



 > 10% Over    < 10% Under

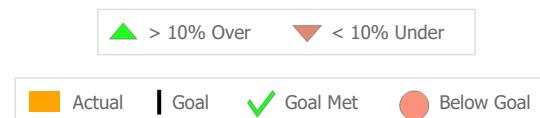
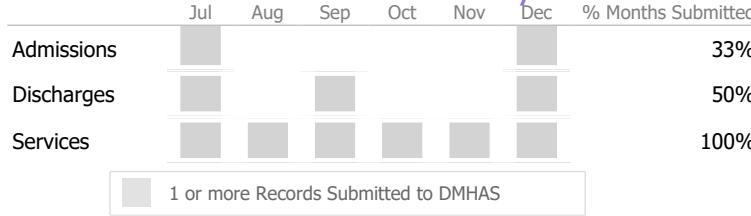
 Actual    Goal    Goal Met    Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	2	350%	▲
Admits	3	2	50%	▲
Discharges	5	1	400%	▲
Service Hours	42	13		

## Data Submitted to DMHAS by Month



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

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	99	-20%	▼
Admits	2	15	-87%	▼
Discharges	5	11	-55%	▼
Service Hours	852	1,836	-54%	▼

## Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	80%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	81%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
✓ SA Screen Complete		100%	61%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%

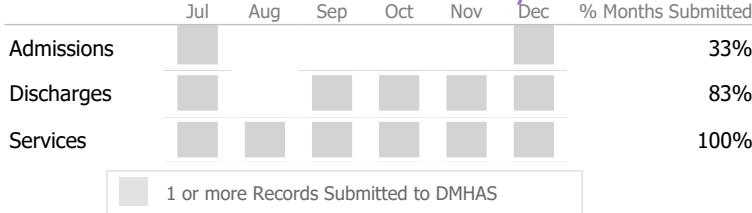
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	60%	65%	59%	-5%
<b>Recovery</b>						
✓ Social Support		70	89%	60%	82%	29% ▲
✓ Stable Living Situation		76	96%	80%	88%	16% ▲
● Employed		8	10%	20%	13%	-10% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	100%	90%	97%	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	4	6	-33%	▼
Admits	1	5	-80%	▼
Discharges	3	4	-25%	▼
Service Hours	56	81	-31%	▼
Bed Days	305	384	-21%	▼

## Discharge Outcomes

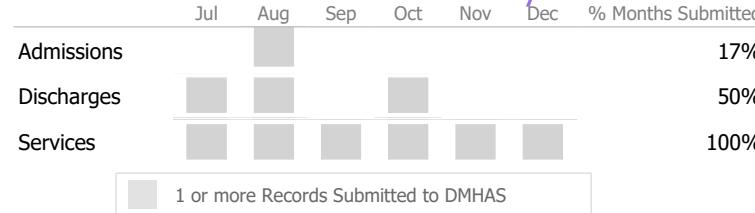
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
								Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		✓ No Re-admit within 30 Days of Discharge		3	100%	85%	100%						15%
		✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%						10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
									Actual	Goal	Actual %	Goal %	State Avg	Actual vs Goal		
	Avg Utilization Rate	4	223 days	0.7	41%	90%	93%	-49%								

Legend:   
 < 90%   
 90-110%   
 >110%

## Data Submitted to DMHAS by Month



\* State Avg based on 4 Active Respite Bed Programs

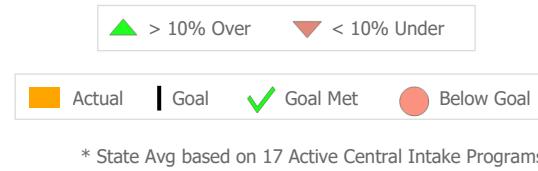
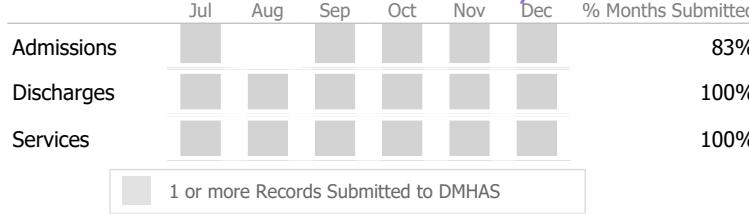
▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	32	-19%	▼
Admits	23	25	-8%	
Discharges	23	30	-23%	▼
Service Hours	73	98	-26%	▼

## Data Submitted to DMHAS by Month

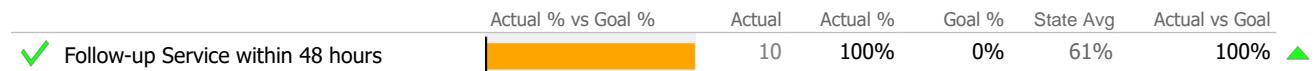


\* State Avg based on 17 Active Central Intake Programs

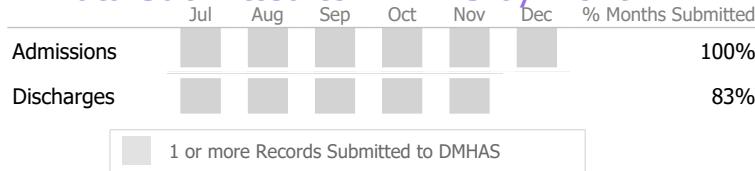
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	70	-49% 
Admits	18	60	-70% 
Discharges	24	58	-59% 

## Jail Diversion



## Data Submitted to DMHAS by Month

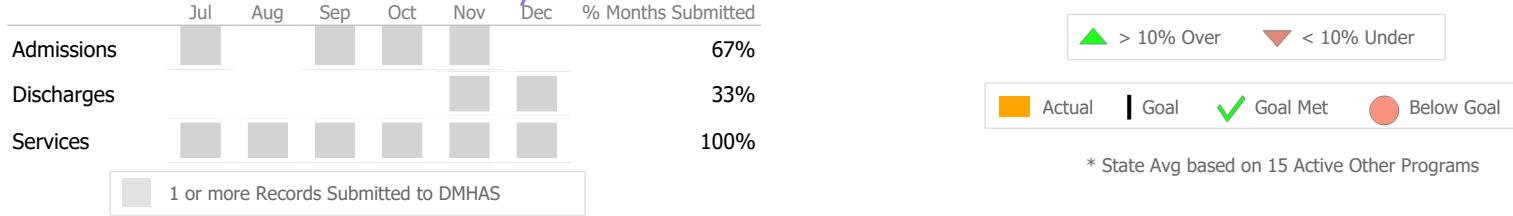


\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	28	-43%	▼
Admits	4	11	-64%	▼
Discharges	4	6	-33%	▼
Service Hours	48	192	-75%	▼

## Data Submitted to DMHAS by Month



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

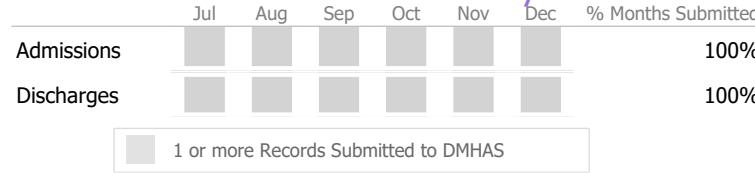
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	165	-22% ▼
Admits	170	274	-38% ▼
Discharges	169	275	-39% ▼

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	82%   75%	139	82%	75%	79%	7%
✓ Community Location Evaluation	100%   80%	170	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours	100%   90%	16	100%	90%	69%	10%

## 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	183	189	-3%
Admits	9	12	-25% ▼
Discharges	10	16	-38% ▼
Service Hours	1,310	2,277	-42% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	52%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	20%	50%	33%	-30% ▼
<b>Recovery</b>						
✓ Social Support		160	87%	60%	60%	27% ▲
✓ Stable Living Situation		177	97%	95%	74%	2%
● Employed		13	7%	30%	22%	-23% ▼

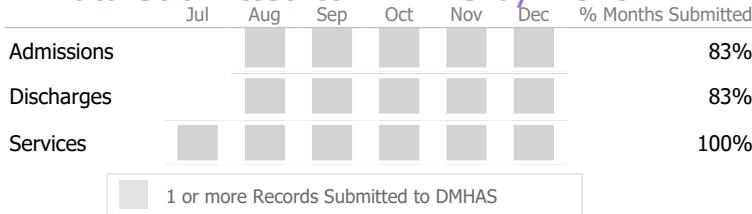
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		173	100%	90%	81%	10%

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	78%	75%	76%	3%

## 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	95	102	-7%
Admits	6	5	20% <span style="color: green;">▲</span>
Discharges	8	11	-27% <span style="color: red;">▼</span>
Service Hours	1,159	2,287	-49% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	<div style="width: 99%;">99%</div>	86%
<span style="color: green;">✓</span>	On-Time Periodic 6 Month Updates	<div style="width: 100%;">100%</div>	52%
<span style="color: green;">✓</span>	Co-occurring MH Screen Complete	<div style="width: 100%;">100%</div>	75%
<span style="color: green;">✓</span>	SA Screen Complete	<div style="width: 100%;">100%</div>	75%
<span style="color: green;">✓</span>	Diagnosis	Actual	State Avg
	Valid Axis I Diagnosis	<div style="width: 88%;">88%</div>	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully	<div style="width: 25%; background-color: #f0a000;">25%</div>	2	25%	50%	33%	-25% <span style="color: red;">▼</span>
<b>Recovery</b>						
<span style="color: green;">✓</span> Social Support	<div style="width: 85%; background-color: #f0a000;">85%</div>	81	85%	60%	60%	25% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Stable Living Situation	<div style="width: 96%; background-color: #f0a000;">96%</div>	91	96%	95%	74%	1% <span style="color: green;">▲</span>
<span style="color: red;">●</span> Employed	<div style="width: 11%; background-color: #f0a000;">11%</div>	10	11%	30%	22%	-19% <span style="color: red;">▼</span>

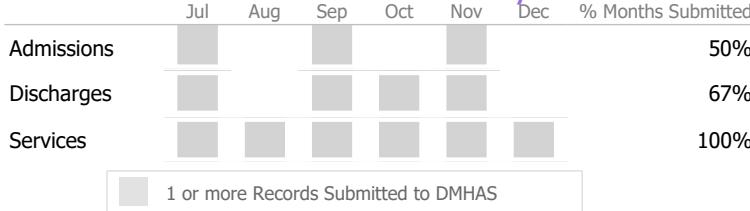
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<div style="width: 99%; background-color: #f0a000;">99%</div>	86	99%	90%	81%	9% <span style="color: green;">▲</span>

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Outpatient 2 or more Services within 30 days	<div style="width: 67%; background-color: #f0a000;">67%</div>	4	67%	75%	76%	-8% <span style="color: red;">▼</span>

## 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	14	27	-48%	▼
Admits	11	16	-31%	▼
Discharges	6	17	-65%	▼
Service Hours	245	496	-51%	▼
Bed Days	1,026	1,994	-49%	▼

## Discharge Outcomes

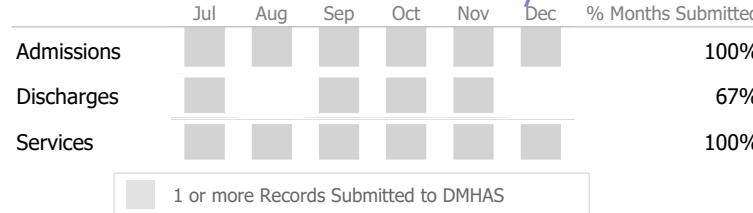
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
								Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	✓	No Re-admit within 30 Days of Discharge	6	100%	85%	91%	15%						
	✓	Follow-up within 30 Days of Discharge	4	100%	90%	70%	10%						

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	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
	Avg Utilization Rate	11	183 days	0.6	51%	90%	139%	-39%						

Legend:   
 < 90%   
 90-110%   
 >110%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Respite Bed Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	47	-6%
Admits	10	11	-9%
Discharges	6	5	20% <span style="color: green;">▲</span>
Service Hours	1,446	4,892	-70% <span style="color: red;">▼</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0	0%	65%	39%	-65% <span style="color: red;">▼</span>
No Re-admit within 30 Days of Discharge	<div style="width: 83%;"><div style="width: 83%;"></div></div>	5	83%	85%	94%	-2%
Follow-up within 30 Days of Discharge	<div style="width: 0%;"><div style="width: 0%;"></div></div>	N/A	N/A	90%	48%	N/A

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	<div style="width: 98%;"><div style="width: 98%;"></div></div>	98% 84%
<span style="color: green;">✓</span>	On-Time Periodic 6 Month Updates	<div style="width: 93%;"><div style="width: 93%;"></div></div>	93% 87%
Co-occurring		Actual	State Avg
<span style="color: green;">✓</span>	MH Screen Complete	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 89%
<span style="color: green;">✓</span>	SA Screen Complete	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 89%
Diagnosis		Actual	State Avg
<span style="color: green;">✓</span>	Valid Axis I Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 98%

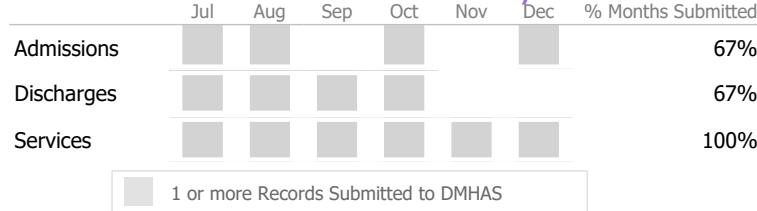
## Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Social Support	<div style="width: 95%;"><div style="width: 95%;"></div></div>	42	95%	60%	79%	35% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Stable Living Situation	<div style="width: 93%;"><div style="width: 93%;"></div></div>	41	93%	60%	93%	33% <span style="color: green;">▲</span>
<span style="color: red;">●</span> Employed	<div style="width: 11%;"><div style="width: 11%;"></div></div>	5	11%	15%	14%	-4%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	38	100%	90%	99%	10%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

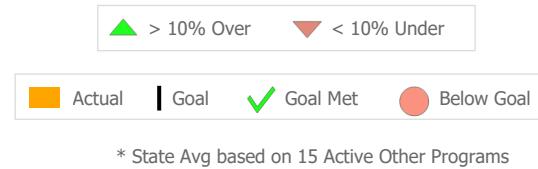
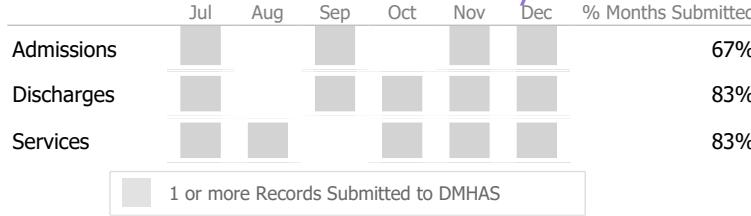
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	8	6	33%	▲
Discharges	9	8	13%	▲
Service Hours	14	17	-17%	▼

## 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	5	8	-38%	▼
Admits	1	3	-67%	▼
Discharges	2	6	-67%	▼
Service Hours	97	593	-84%	▼

## Data Submission Quality

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

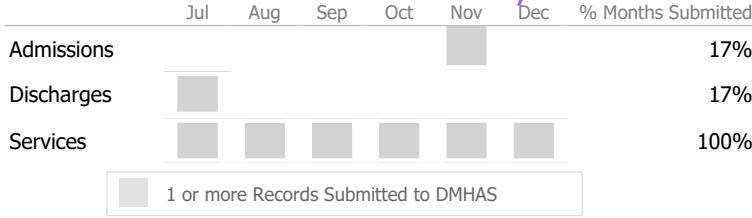
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	76%	0%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	83%	40% ▲
✓ Stable Living Situation		5	100%	85%	97%	15% ▲
● Employed		1	20%	25%	11%	-5%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	99%	10%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual   Goal   Goal Met   Below Goal

\* State Avg based on 25 Active Residential Support Programs