

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	921	939	-2%
	Admits	1,060	1,211	-12%
	Discharges	1,066	1,173	-9%
	Service Hours	1,831	2,054	-11%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Crisis Services		587	63.7%
Outpatient		335	36.3%

Consumer Satisfaction Survey

(Based on 156 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		98%	80%	88%
✓ Respect		98%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		74%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	113	12%	10%
26-34	124	14%	22%
35-44	186	20%	23%
45-54	185	20%	19%
55-64	191	21%	19%
65+	109	12%	8%

Gender	#	%	State Avg
Female	511	56%	42%
Male	407	44%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	419	45%	69%
Hisp-Puerto Rican	167	18%	12%
Hispanic-Other	158	17%	8%
Unknown	148	16%	11%
Hispanic-Mexican	29	3%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	415	45%	62%
Unknown	216	23%	6%
Other	197	21%	13%
Black/African American	76	8%	17%
Asian	6	1%	1%
Multiple Races	4	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	3	0%	0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	71%	N/A

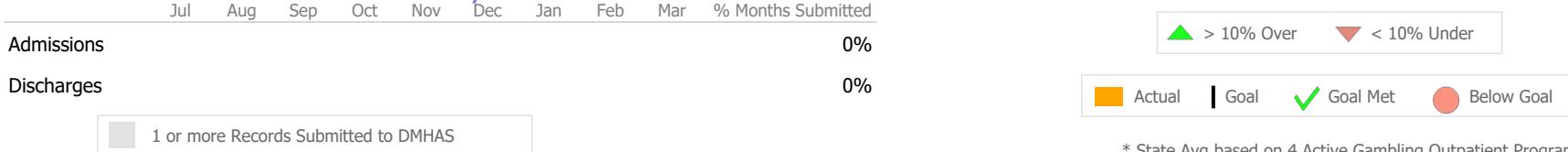
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	97%	N/A 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	89%
Valid TEDS Data	N/A	39%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	46%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	99%
SA Screen Complete	N/A	99%

Data Submitted to DMHAS by Month



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

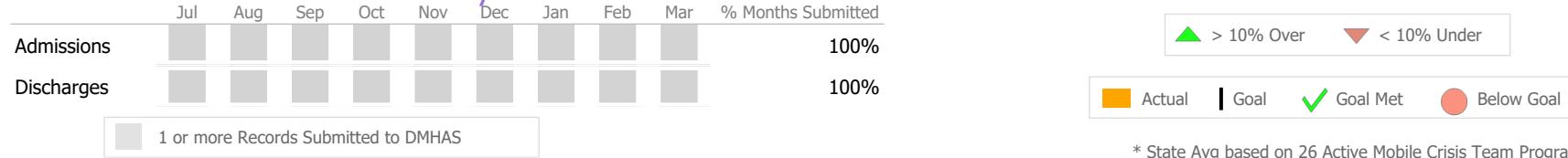
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	106	18%	▲
Admits	149	187	-20%	▼
Discharges	146	186	-22%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		123	99%	75%	79%	24% 
✓ Community Location Evaluation		119	96%	80%	75%	16% 
✓ Follow-up Service within 48 hours		58	98%	90%	70%	8% 

Data Submitted to DMHAS by Month



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

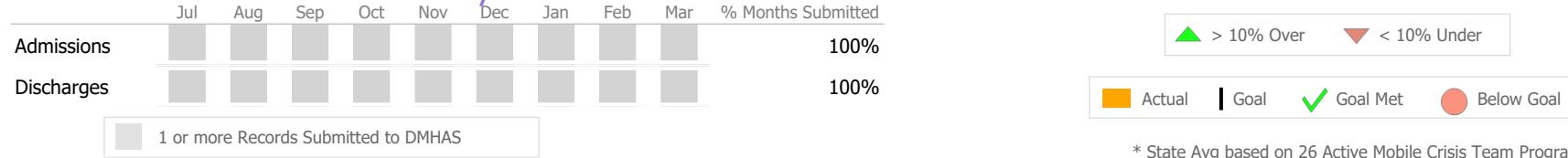
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	142	-38% 
Admits	160	226	-29% 
Discharges	158	226	-30% 

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		146	93%	75%	79%	18% 
✓ Community Location Evaluation		147	94%	80%	75%	14% 
✓ Follow-up Service within 48 hours		112	100%	90%	70%	10% 

Data Submitted to DMHAS by Month



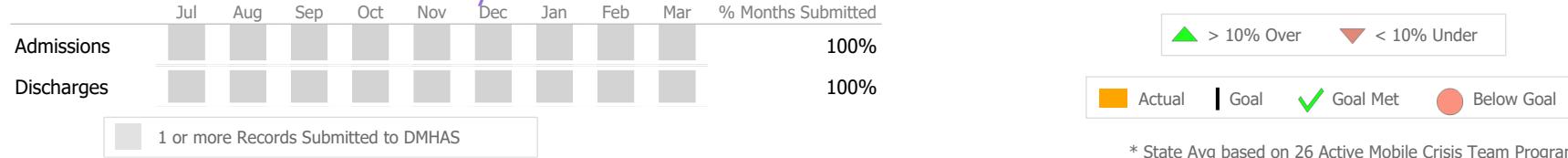
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	127	-8%
Admits	161	196	-18% ▼
Discharges	161	196	-18% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div style="width: 94%;"><div style="width: 75%;"></div></div>	151	94%	75%	79%	19% ▲
✓ Community Location Evaluation	<div style="width: 100%;"><div style="width: 80%;"></div></div>	161	100%	80%	75%	20% ▲
✓ Follow-up Service within 48 hours	<div style="width: 99%;"><div style="width: 90%;"></div></div>	90	99%	90%	70%	9% ▲

Data Submitted to DMHAS by Month



* State Avg based on 26 Active Mobile Crisis Team Programs

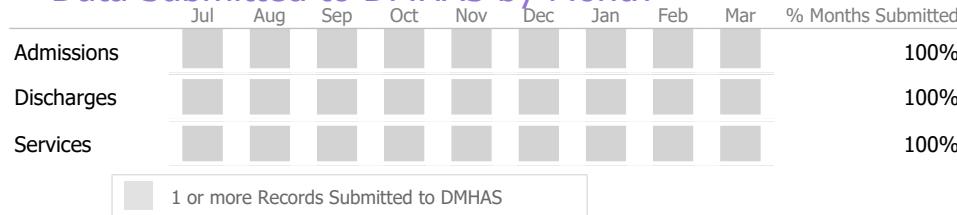
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	228	144	58%	▲
Admits	433	292	48%	▲
Discharges	432	287	51%	▲
Service Hours	86	48	80%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	152	98%	75%	79%	23%	▲
✓ Community Location Evaluation	138	89%	80%	75%	9%	
● Follow-up Service within 48 hours	28	58%	90%	70%	-32%	▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	19	-47%	▼
Admits	1	5	-80%	▼
Discharges	4	9	-56%	▼
Service Hours	60	126	-52%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	86%
On-Time Periodic		Actual	State Avg
● 6 Month Updates		33%	55%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		100%	79%
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		0	0%	50%	34%	-50% ▼
Recovery						
✓ Social Support		9	90%	60%	62%	30% ▲
✓ Employed		3	30%	30%	23%	0%
● Stable Living Situation		9	90%	95%	74%	-5%

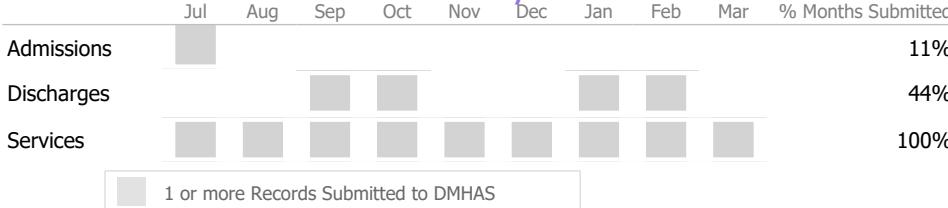
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	84%	-7%

Service Engagement

	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	27	27	0%
Admits	4	8	-50% ▼
Discharges	17	5	240% ▲
Service Hours	161	130	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	86%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	33%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	79%
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		13	76%	50%	34%	26%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	93%	60%	62%	33%
✓ Stable Living Situation		26	96%	95%	74%	1%
● Employed		7	26%	30%	23%	-4%

Service Utilization

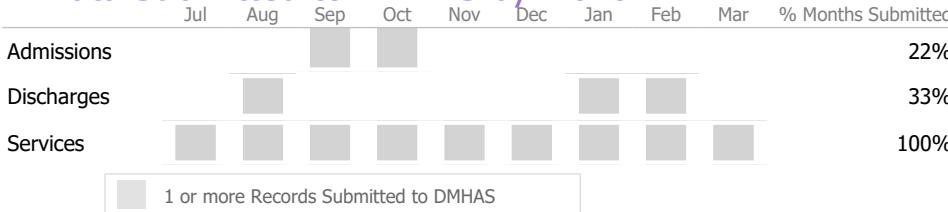
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	84%	0%

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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	76%	25% ▲

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	28	25	12%	▲
Admits	2	4	-50%	▼
Discharges	7	-		
Service Hours	178	159	12%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	86%
On-Time Periodic			
6 Month Updates		19%	55%
Co-occurring			
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		100%	79%
Diagnosis			
Valid Axis I Diagnosis		93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	43%	50%	34%	-7%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		13	46%	60%	62%	-14% ▼
● Employed		2	7%	30%	23%	-23% ▼
● Stable Living Situation		13	46%	95%	74%	-49% ▼

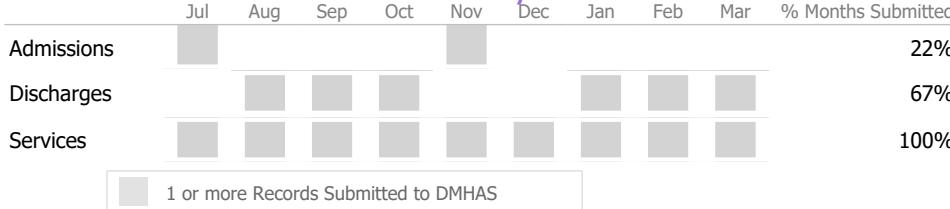
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	29%	90%	84%	-61% ▼

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		2	100%	75%	76%	25% ▲

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	39	53	-26%	▼
Admits	2	17	-88%	▼
Discharges	4	19	-79%	▼
Service Hours	202	313	-35%	▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	99%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	79%
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		1	25%	50%	34%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		38	95%	95%	74%	0%
● Employed		9	22%	30%	23%	-8%
● Social Support		20	50%	60%	62%	-10%

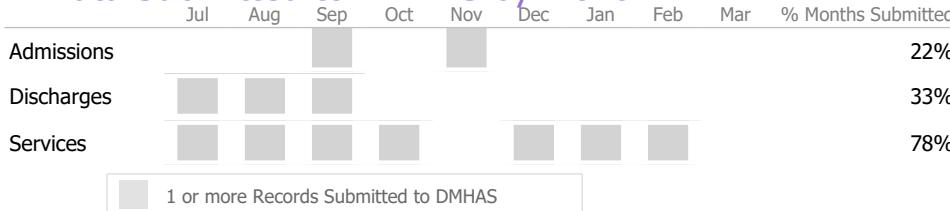
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	76%	25% ▲

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	55	61	-10%
Admits	1	2	-50% ▼
Discharges	-	8	-100% ▼
Service Hours	261	391	-33% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	86%
	On-Time Periodic	<div style="width: 56%;"><div style="width: 56%;"></div></div> 56%	55%
✓	6 Month Updates	<div style="width: 56%;"><div style="width: 56%;"></div></div> 56%	55%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	78%
✓	SA Screen Complete	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	79%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	98%

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> 50%	N/A	N/A	50%	34%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 78%;"><div style="width: 78%;"></div></div> 78%	43	78%	60%	62%	18% ▲
● Employed	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	14	25%	30%	23%	-5%
● Stable Living Situation	<div style="width: 89%;"><div style="width: 89%;"></div></div> 89%	49	89%	95%	74%	-6%

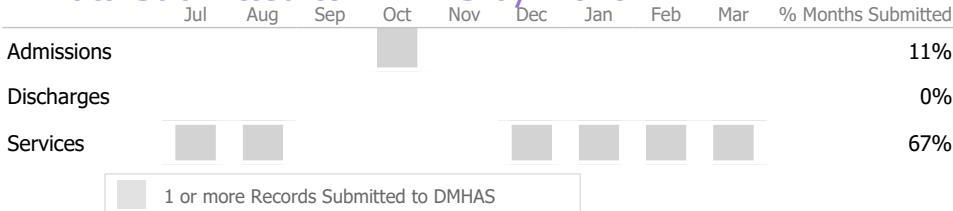
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 89%;"><div style="width: 89%;"></div></div> 89%	49	89%	90%	84%	-1%

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	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	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	37	55	-33%	▼
Admits	7	24	-71%	▼
Discharges	26	30	-13%	▼
Service Hours	61	114	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	55%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
SA Screen Complete		0%	79%
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		1	4%	50%	34%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	58%	30%	23%	28% ▲
✓ Stable Living Situation		38	100%	95%	74%	5%
✓ Social Support		23	61%	60%	62%	1%

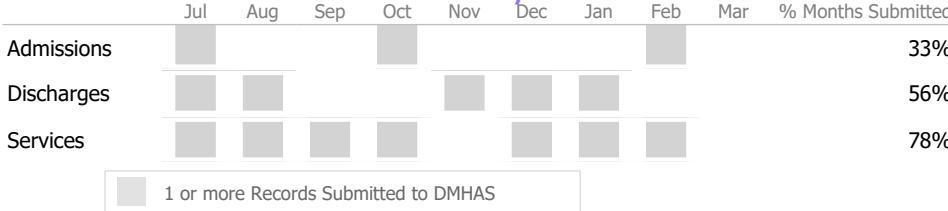
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	100%	75%	76%	25% ▲

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	140	111	26%	▲
Admits	26	52	-50%	▼
Discharges	1	7	-86%	▼
Service Hours	821	772	6%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	1%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
SA Screen Complete	27%	79%
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		0	0%	50%	34%	-50% ▼
Recovery						
✓ National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		105	75%	60%	62%	15% ▲
● Employed		38	27%	30%	23%	-3%
● Stable Living Situation		111	79%	95%	74%	-16% ▼

Service Utilization

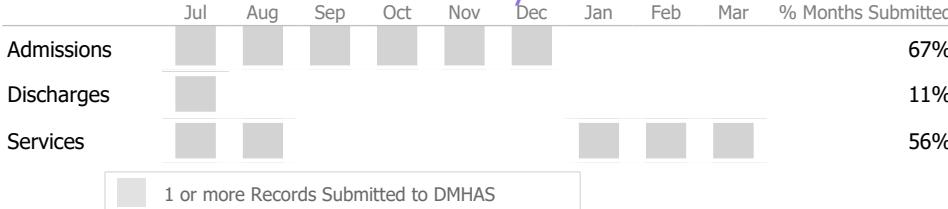
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		99	71%	90%	84%	-19% ▼

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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		20	77%	75%	76%	2% ▲

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	0	-	-
Admits	-	-	-
Discharges	-	-	-
Service Hours	-	-	-

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	63%	N/A

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

> 10% Over < 10% Under

Discharges 0%

Actual Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

1 or more Records Submitted to DMHAS

Program Activity

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

Data Entry	Actual	State Avg
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Valid NOMS Data	<div style="width: 50%;"></div>	N/A	95%
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On-Time Periodic	Actual	State Avg
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6 Month Updates	<div style="width: 50%;"></div>	N/A	53%
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Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 50%;"></div>	N/A	N/A	50%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div style="width: 50%;"></div>	N/A	N/A	20%	11%	-20% ▼
Social Support	<div style="width: 50%;"></div>	N/A	N/A	60%	71%	-60% ▼
Stable Living Situation	<div style="width: 50%;"></div>	N/A	N/A	80%	81%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 50%;"></div>	N/A	N/A	90%	77%	N/A ▼

Data Submitted to DMHAS by Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
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Admissions	0%
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Discharges	0%
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<div style="width: 50%;"></div> 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

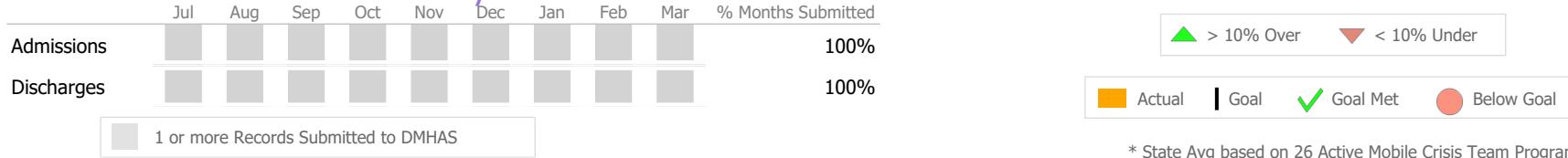
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	154	-33% 
Admits	114	198	-42% 
Discharges	110	200	-45% 

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	 	117	94%	75%	79%	19% 
✓ Community Location Evaluation	 	117	94%	80%	75%	14% 
✓ Follow-up Service within 48 hours	 	36	90%	90%	70%	0% 

Data Submitted to DMHAS by Month



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