

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,079	1,125	-4%
	Admits	692	853	-19%
	Discharges	629	806	-22%
	Service Hours	9,951	17,487	-43%
	Bed Days	2,022	3,805	-47%

> 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%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	299	22.7%
	Outpatient	274	20.8%
	Community Support	195	14.8%
	ACT	159	12.0%
	Intake	90	6.8%
	Residential Services	33	2.5%
	Other	1	0.1%
Forensic MH			
	Forensics Community-based	269	20.4%

Client Demographics

Age	#	%	State Avg
18-25	148	14%	10%
26-34	210	20%	22%
35-44	210	20%	23%
45-54	217	20%	19%
55-64	183	17%	19%
65+	99	9%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	788	73%	69%
Unknown	181	17%	11%
Hisp-Puerto Rican	55	5%	12%
Hispanic-Other	51	5%	8%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	0%

Gender	#	%	State Avg
Male	645	60%	58%
Female	429	40%	42%
Transgender	4	0%	0%

Race	#	%	State Avg
White/Caucasian	669	68%	62%
Black/African American	151	15%	17%
Other	66	7%	13%
Unknown	40	4%	6%
Multiple Races	35	4%	1%
Am. Indian/Native Alaskan	12	1%	0%
Asian	11	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	99	95	4%
Admits	28	33	-15% 
Discharges	23	23	0%
Service Hours	2,411	4,071	-41% 

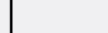
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Treatment Completed Successfully		13	57%	65%	44%	-8%
 No Re-admit within 30 Days of Discharge		22	100%	85%	94%	15% 
 Follow-up within 30 Days of Discharge		11	85%	90%	57%	-5%

Data Submission Quality

	Actual	State Avg
 Valid NOMS Data		97% 83%
On-Time Periodic	Actual	State Avg
 6 Month Updates		82% 91%
Co-occurring	Actual	State Avg
 MH Screen Complete		100% 91%
 SA Screen Complete		100% 90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		96% 98%

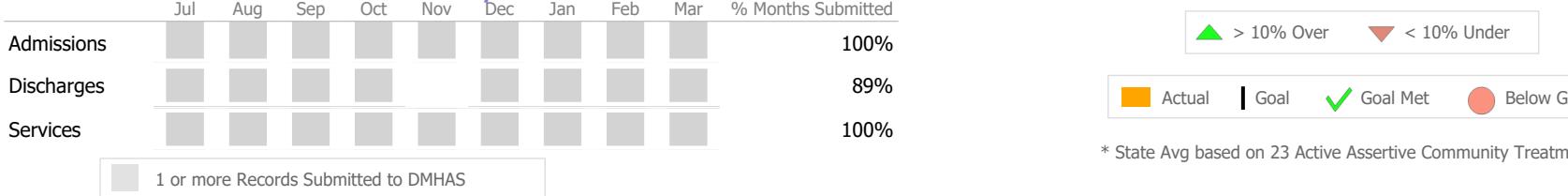
Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Stable Living Situation		89	90%	60%	92%	30% 
 Employed		9	9%	15%	15%	-6%
 Social Support		53	54%	60%	79%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		75	99%	90%	99%	9%

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 %
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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: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	86%
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On-Time Periodic	Actual	State Avg
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6 Month Updates	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	55%
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Co-occurring	Actual	State Avg
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MH Screen Complete	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	78%
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SA Screen Complete	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	79%
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Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Treatment Completed Successfully	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	50%	34%	N/A
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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Employed	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	30%	23%	-30% ▼
Social Support	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	60%	62%	-60% ▼
Stable Living Situation	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Clients Receiving Services	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	90%	84%	N/A ▼
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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: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	1 or more Records Submitted to DMHAS
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▲ > 10% Over ▼ < 10% Under

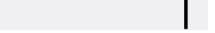
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

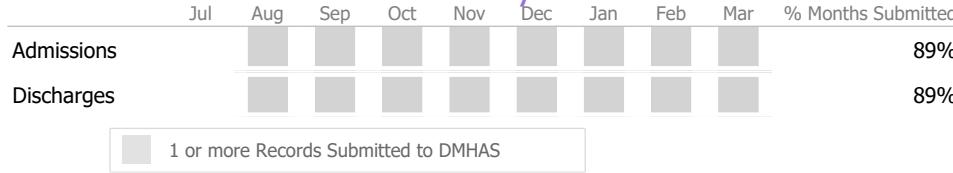
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	52	-25% 
Admits	44	61	-28% 
Discharges	35	61	-43% 

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Evaluation within 1.5 hours of Request		14	58%	75%	79%	-17% 
 Community Location Evaluation		24	100%	80%	75%	20% 
 Follow-up Service within 48 hours		0	0%	90%	70%	-90% 

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

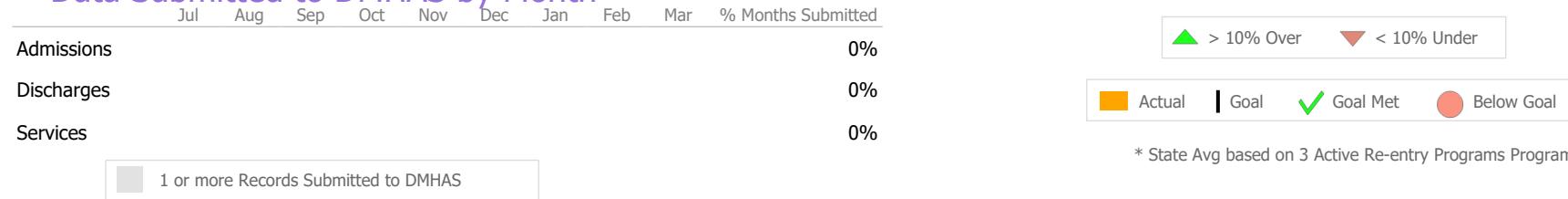
 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	5	-80% 
Admits	-	2	-100% 
Discharges	-	4	-100% 
Service Hours	-	-	

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	108	118	-8%
Admits	7	2	250% ▲
Discharges	9	18	-50% ▼
Service Hours	384	852	-55% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	86%
	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	58%	55%
	Co-occurring	Actual	State Avg
✓	MH Screen Complete	100%	78%
✓	SA Screen Complete	100%	79%
	Diagnosis	Actual	State Avg
	Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 56%;"><div style="width: 5%;"></div></div>	5	56%	50%	34%	6%
Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg
✓ Social Support	<div style="width: 81%;"><div style="width: 6%;"></div></div>	88	81%	60%	62%	21% ▲
● Stable Living Situation	<div style="width: 92%;"><div style="width: 7%;"></div></div>	99	92%	95%	74%	-3%
● Employed	<div style="width: 11%;"><div style="width: 3%;"></div></div>	12	11%	30%	23%	-19% ▼

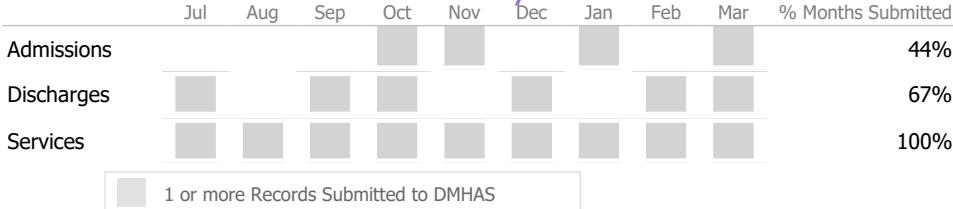
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 98%;"><div style="width: 9%;"></div></div>	97	98%	90%	84%	8%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Outpatient	<div style="width: 43%;"><div style="width: 7%;"></div></div>	3	43%	75%	76%	-32% ▼

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

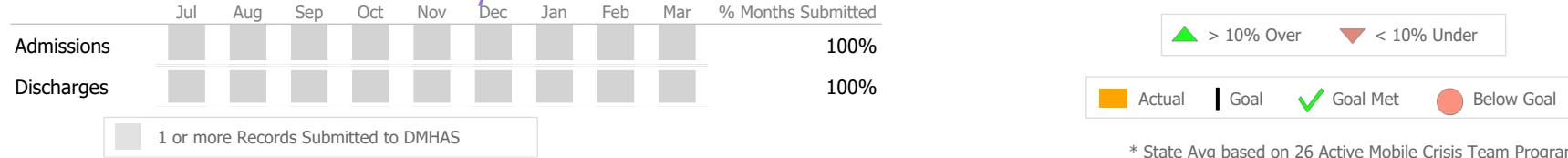
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	273	196	39% ▲
Admits	351	270	30% ▲
Discharges	334	270	24% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request	█	221	69%	75%	79%	-6%
Community Location Evaluation	█	301	93%	80%	75%	13% ▲
Follow-up Service within 48 hours	█	5	22%	90%	70%	-68% ▼

Data Submitted to DMHAS by Month

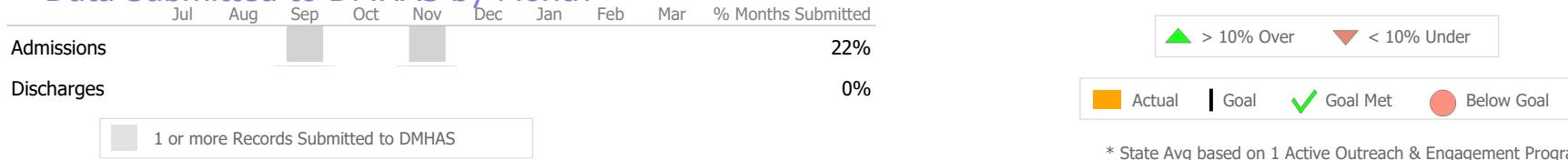


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	3	5	-40% ▼
Discharges	-	3	-100% ▼

Data Submitted to DMHAS by Month

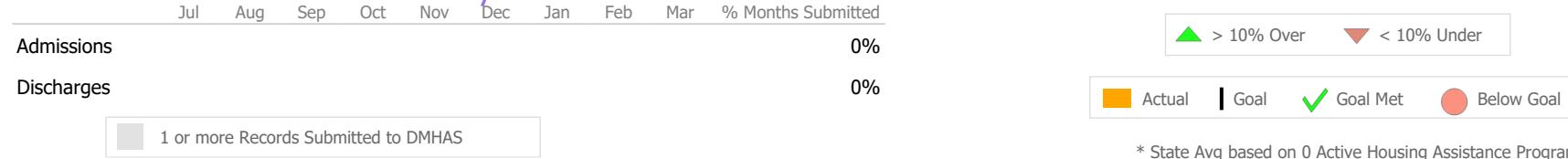


* State Avg based on 1 Active Outreach & Engagement Programs

Program Activity

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

Data Submitted to DMHAS by Month

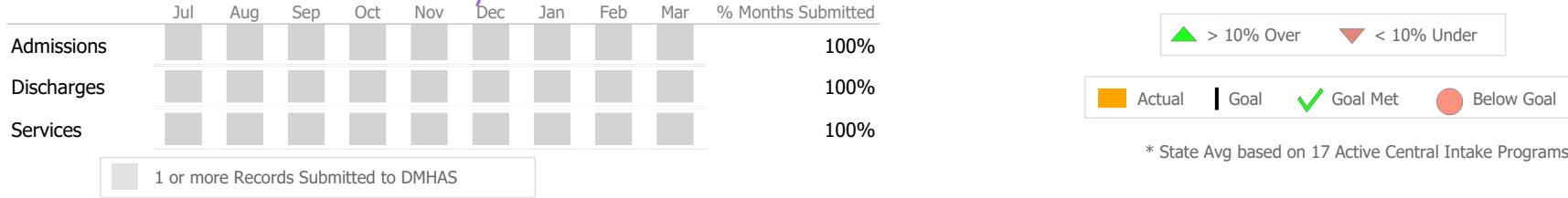


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	109	-17%	▼
Admits	85	108	-21%	▼
Discharges	83	109	-24%	▼
Service Hours	188	248	-24%	▼

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	214	307	-30% 
Admits	75	210	-64% 
Discharges	60	172	-65% 

Jail Diversion

Metric	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		3	13%	0%	63%	13% 
Follow-up Service within 48 hours	 Follow-up Service within 48 hours					

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

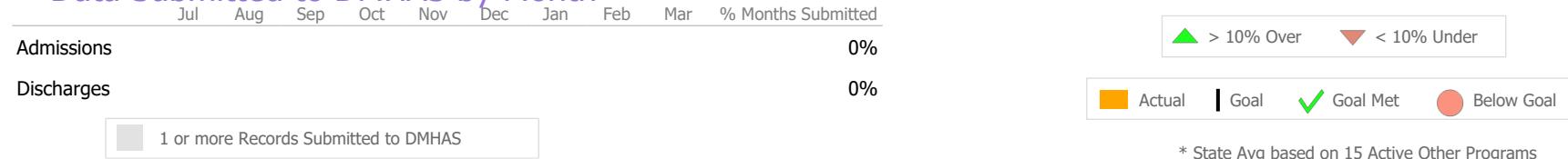
 Actual  Goal  Goal Met  Below Goal

* 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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	69	-52%	▼
Admits	23	62	-63%	▼
Discharges	27	64	-58%	▼
Bed Days	2,022	3,805	-47%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	21
No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	25
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	21

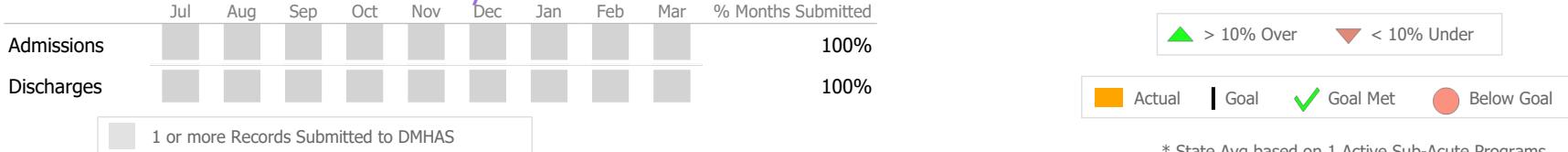
Data Submission Quality

Data Entry		Actual	State Avg	
✓ Valid NOMS Data		97%	97%	
On-Time Periodic		Actual	State Avg	
6 Month Updates		N/A	N/A	
Co-occurring		Actual	State Avg	
✓ MH Screen Complete		100%	100%	
✓ SA Screen Complete		100%	100%	
Diagnosis		Actual	State Avg	
✓ Valid Axis I Diagnosis		82%	82%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal				
									Actual % vs Goal %	Actual	Actual %	Goal %
Avg Utilization Rate	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	12 Months Trend	Beds	Avg LOS	Turnover

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	176	158	11%	▲
Admits	37	36	3%	
Discharges	22	25	-12%	▼
Service Hours	1,961	2,198	-11%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	72%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	77%	50%	34%	27%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		137	78%	60%	62%	18% ▲
● Stable Living Situation		163	93%	95%	74%	-2%
● Employed		34	19%	30%	23%	-11% ▼

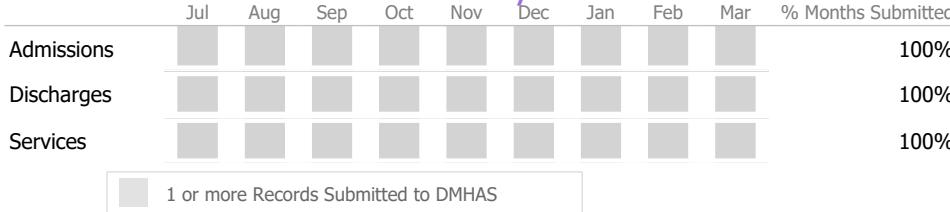
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		149	97%	90%	84%	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		30	81%	75%	76%	6%

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

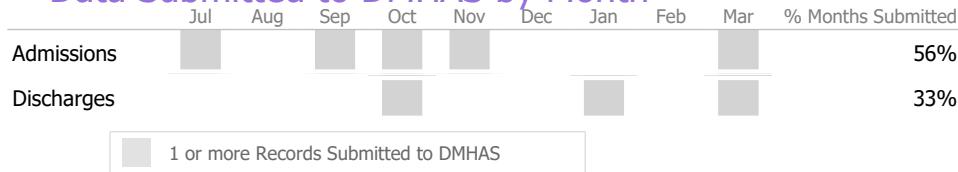
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	37	-16% ▼
Admits	6	9	-33% ▼
Discharges	3	12	-75% ▼

Jail Diversion

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	0	0%	0%	63%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	195	199	-2%
Admits	19	36	-47% ▼
Discharges	21	24	-13% ▼
Service Hours	2,269	4,770	-52% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 97%;">97%</div>	81%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div style="width: 86%;">86%</div>	86%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 89%;">89%</div>	85%
✓	SA Screen Complete	<div style="width: 100%;">100%</div>	72%
Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	<div style="width: 95%;">95%</div>	98%

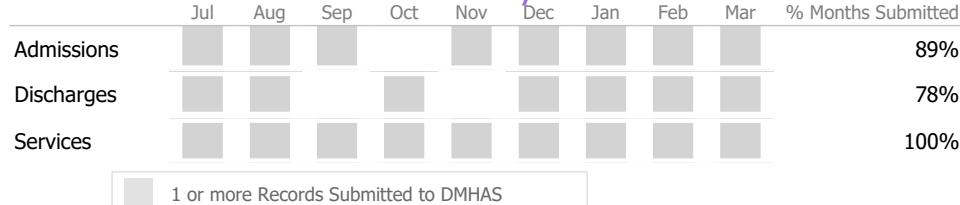
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 19%;">19</div>	19	90%	65%	58%	25% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 183%;">183</div>	183	94%	80%	88%	14% ▲
✓ Social Support	<div style="width: 123%;">123</div>	123	63%	60%	81%	3% ▲
● Employed	<div style="width: 17%;">17</div>	17	9%	20%	12%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 174%;">174</div>	174	100%	90%	98%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

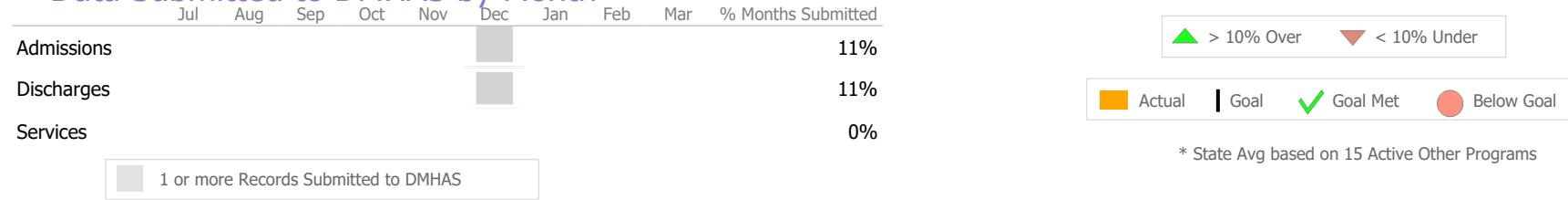
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

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

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	61	64	-5%
Admits	13	19	-32% ▼
Discharges	11	21	-48% ▼
Service Hours	2,738	5,348	-49% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
● Treatment Completed Successfully	█	3	27%	65%	44%	-38% ▼		
● No Re-admit within 30 Days of Discharge	█	9	82%	85%	94%	-3% ▲		
✓ Follow-up within 30 Days of Discharge	█	3	100%	90%	57%	10% ▲		

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	█	92% ▲
	On-Time Periodic	Actual	State Avg
●	6 Month Updates	█	69% ▼
Co-occurring		Actual	State Avg
✓	MH Screen Complete	█	100% ▲
✓	SA Screen Complete	█	100% ▲
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	█	100% ▲

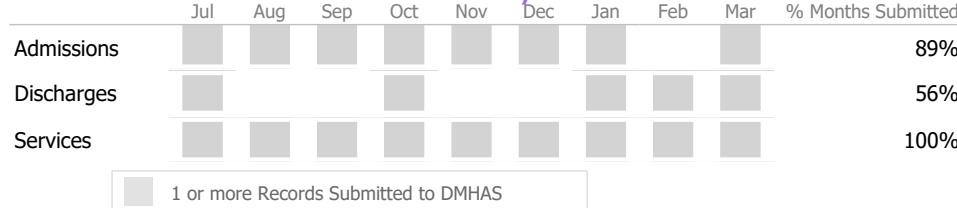
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	█	50	82%	60%	92%	22% ▲
✓ Social Support	█	38	62%	60%	79%	2% ▲
● Employed	█	7	11%	15%	15%	-4% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	50	100%	90%	99%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs