

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,076	209	415%
	Admits	1,270	109	1065%
	Discharges	1,277	117	991%
	Service Hours	298	322	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Crisis Services		1,007	91.6%
Case Management		91	8.3%
IOP		1	0.1%

Consumer Satisfaction Survey

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

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

Client Demographics

Age	#	%	State Avg
18-25	170	18%	10%
26-34	210	22%	22%
35-44	185	19%	23%
45-54	153	16%	19%
55-64	147	15%	19%
65+	84	9%	8%

Gender	#	%	State Avg
Male	617	57%	58%
Female	458	43%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	627	58%	62%
Black/African American	227	21%	17%
Other	191	18%	13%
Multiple Races	22	2%	1%
Asian	4	0%	1%
Am. Indian/Native Alaskan	3	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	6%

Ethnicity	#	%	State Avg
Non-Hispanic	785	73%	69%
Hispanic-Other	213	20%	8%
Hisp-Puerto Rican	67	6%	12%
Unknown	7	1%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	0%

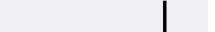
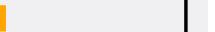
Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

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

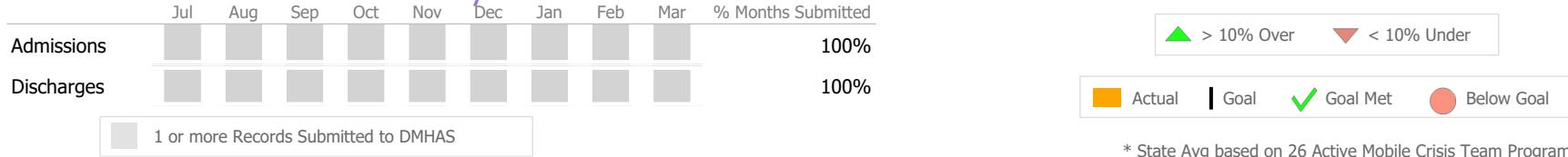
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,007	134	651%	▲
Admits	1,210	63	1821%	▲
Discharges	1,206	63	1814%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request	 74%	891	74%	75%	79%	-1%
Community Location Evaluation	 0%	0	0%	80%	75%	-80% 
Follow-up Service within 48 hours	 5%	21	5%	90%	70%	-85% 

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic 6 Month Updates	0%	0%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	84%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	80%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	22%	-30% ▼
Social Support		0	0%	60%	65%	-60% ▼
Stable Living Situation		0	0%	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	64%	N/A ▼

Data Submitted to DMHAS by Month

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

Admissions	0%
Discharges	0%
Services	0%

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 3 Active Standard IOP Programs

1 or more Records Submitted to DMHAS

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
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Unique Clients

0

Admits

-

Discharges

-

Service Hours

-

Data Submission Quality

Data Entry	Actual	State Avg
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Valid NOMS Data

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N/A

86%

On-Time Periodic	Actual	State Avg
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6 Month Updates

|

N/A

55%

Co-occurring	Actual	State Avg
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MH Screen Complete

|

N/A

78%

SA Screen Complete

|

N/A

79%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Social Support		N/A	N/A	60%	62%	-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%	84%	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%



* State Avg based on 85 Active Standard Outpatient Programs

1 or more Records Submitted to DMHAS

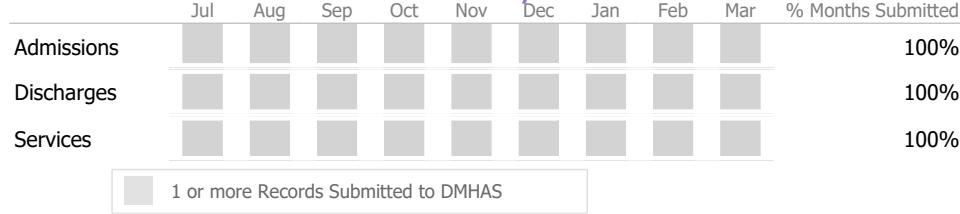
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	75	21% ▲
Admits	60	46	30% ▲
Discharges	71	54	31% ▲
Service Hours	298	322	-7% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 60%; background-color: orange;"></div>	60	100%	50%	96%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure Actual 1 Yr Ago Variance %

Unique Clients 0

Admits -

Discharges -

Service Hours -

Data Submission Quality

Data Entry Actual State Avg

Valid NOMS Data N/A 86%

On-Time Periodic Actual State Avg

6 Month Updates N/A 55%

Co-occurring Actual State Avg

MH Screen Complete N/A 78%

SA Screen Complete N/A 79%

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%	34%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div style="width: 30%;"></div>	N/A	N/A	30%	23%	-30% ▼
Social Support	<div style="width: 60%;"></div>	N/A	N/A	60%	62%	-60% ▼
Stable Living Situation	<div style="width: 95%;"></div>	N/A	N/A	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 90%;"></div>	N/A	N/A	90%	84%	N/A ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % 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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	163%	-90%

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 10 Active Respite Bed Programs

█ 1 or more Records Submitted to DMHAS