

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	946	822	15%	▲
	Admits	335	205	63%	▲
	Discharges	310	196	58%	▲
	Service Hours	4,755	3,339	42%	▲
	Bed Days	1,005	755	33%	▲

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

Consumer Satisfaction Survey (Based on 175 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		91%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	80%	79%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	275	25.2%
	Community Support	194	17.7%
	Crisis Services	166	15.2%
	ACT	141	12.9%
	Intake	51	4.7%
	Residential Services	26	2.4%
	Other	2	0.2%
Forensic MH	Forensics Community-based	238	21.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	111	12%	9%	Male	578	61%	58%
26-34	189	20%	20%	Female	361	38%	42%
35-44	192	20%	23%	Transgender	6	1%	0%
45-54	178	19%	19%				
55-64	178	19%	20%				
65+	92	10%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	703	74%	69%	White/Caucasian	599	68%	63%
Unknown	132	14%	11%	Black/African American	124	14%	17%
Hispanic-Other	55	6%	8%	Other	61	7%	13%
Hisp-Puerto Rican	50	5%	12%	Multiple Races	38	4%	1%
Hispanic-Cuban	4	0%	0%	Unknown	37	4%	5%
Hispanic-Mexican	2	0%	0%	Am. Indian/Native Alaskan	12	1%	1%
				Asian	7	1%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	79	13% ▲
Admits	10	8	25% ▲
Discharges	6	9	-33% ▼
Service Hours	1,033	895	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
On-Time Periodic		
6 Month Updates	95%	90%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	65%	41%	18% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	95%	15% ▲
● Follow-up within 30 Days of Discharge		4	80%	90%	46%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		80	90%	60%	92%	30% ▲
● Employed		9	10%	15%	15%	-5%
● Social Support		39	44%	60%	79%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	99%	90%	96%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal





* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity


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

Data Submission Quality


Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	86%
On-Time Periodic		
6 Month Updates	 N/A	54%
Co-occurring		
MH Screen Complete	 N/A	89%
SA Screen Complete	 N/A	89%

Data Submitted to DMHAS by Month

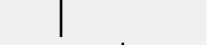

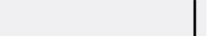
	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%



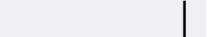
Discharge Outcomes



	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	 N/A	N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	 N/A	N/A	N/A	30%	21%	-30% ▼
Social Support	 N/A	N/A	N/A	60%	57%	-60% ▼
Stable Living Situation	 N/A	N/A	N/A	95%	66%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	 N/A	N/A	N/A	90%	74%	N/A ▼

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

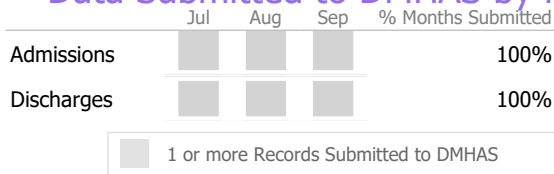
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	9	322% ▲
Admits	35	9	289% ▲
Discharges	39	9	333% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		11	50%	75%	70%	-25% ▼
✓ Community Location Evaluation		22	100%	80%	70%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	66%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	101	-3%
Admits	-	-	
Discharges	2	5	-60% ▼
Service Hours	152	132	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	21%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■	■		67%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	40%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		76	78%	60%	57%	18% ▲
● Stable Living Situation		84	86%	95%	66%	-9%
● Employed		9	9%	30%	21%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	97%	90%	74%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	96	39% ▲
Admits	154	114	35% ▲
Discharges	154	113	36% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		104	68%	75%	70%	-7%
✓ Community Location Evaluation		133	86%	80%	70%	6%
● Follow-up Service within 48 hours		3	50%	90%	66%	-40% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

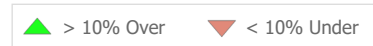
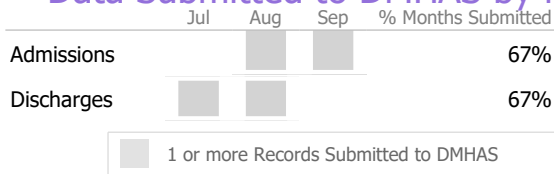
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	22	14% ▲
Admits	2	1	100% ▲
Discharges	2	-	

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Outreach & Engagement Programs

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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	34	50% ▲
Admits	46	29	59% ▲
Discharges	41	28	46% ▲
Service Hours	103	63	62% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under


■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Central Intake Programs







Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	184	154	19% ▲
Admits	28	12	133% ▲
Discharges	33	8	313% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	100%	0%	57%	100% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

 1 or more Records Submitted to DMHAS

▲ > 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

	Jul	Aug	Sep	% 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 23 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	16	63% ▲
Admits	17	6	183% ▲
Discharges	13	10	30% ▲
Bed Days	1,005	755	33% ▲

Data Submission Quality

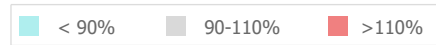
Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic		
6 Month Updates	100%	100%
Co-occurring		
MH Screen Complete	89%	89%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	96%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	69%	95%	69%	-26% ▼
No Re-admit within 30 Days of Discharge		12	92%	85%	92%	7%
Follow-up within 30 Days of Discharge		8	89%	90%	89%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	110 days	0.6	73%	90%	73%	-17% ▼



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 1 Active Sub-Acute Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	178	154	16% ▲
Admits	17	15	13% ▲
Discharges	5	6	-17% ▼
Service Hours	1,012	617	64% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic		
6 Month Updates	96%	54%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	40%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		138	78%	60%	57%	18% ▲
Stable Living Situation		173	97%	95%	66%	2%
Employed		42	24%	30%	21%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		168	97%	90%	74%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	71%	75%	79%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	28	7%
Admits	1	3	-67% ▼
Discharges	-	-	

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	57%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	194	180	8%
Admits	18	4	350% ▲
Discharges	10	6	67% ▲
Service Hours	1,482	624	137% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	82%
On-Time Periodic		
6 Month Updates	99%	86%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	80%	65%	56%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		184	95%	80%	86%	15% ▲
✓ Social Support		130	67%	60%	79%	7%
● Employed		18	9%	20%	13%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		179	97%	90%	95%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

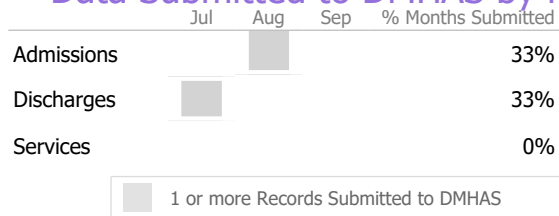
* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	1	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	52	0%
Admits	6	4	50% ▲
Discharges	4	2	100% ▲
Service Hours	973	1,007	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	83%
On-Time Periodic		
6 Month Updates	58%	90%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	41%	-15% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	46%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		46	88%	60%	92%	28% ▲
Employed		9	17%	15%	15%	2%
Social Support		30	58%	60%	79%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	98%	90%	96%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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