

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,289	1,153	12%	▲
	Admits	604	323	87%	▲
	Discharges	598	330	81%	▲
	Service Hours	10,131	7,057	44%	▲
	Bed Days	1,290	1,154	12%	▲

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

Consumer Satisfaction Survey

(Based on 453 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ 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	564	36.0%
	Crisis Services	353	22.6%
	ACT	188	12.0%
	Community Support	158	10.1%
	Social Rehabilitation	93	5.9%
	Intake	53	3.4%
	Other	40	2.6%
	Case Management	17	1.1%
	Residential Services	10	0.6%
	Forensic MH	Forensics Community-based	84
Crisis Services		5	0.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	194	15%	9%	Male	827	64%	58%
26-34	274	21%	20%	Female	456	35%	42%
35-44	218	17%	23%	Transgender	6	0%	0%
45-54	190	15%	19%				
55-64	269	21%	20%				
65+	136	11%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,019	79%	69%	White/Caucasian	858	67%	63%
Hispanic-Other	131	10%	8%	Black/African American	191	15%	17%
Hisp-Puerto Rican	68	5%	12%	Other	142	11%	13%
Unknown	64	5%	11%	Unknown	39	3%	5%
Hispanic-Mexican	5	0%	0%	Multiple Races	24	2%	1%
Hispanic-Cuban	2	0%	0%	Asian	17	1%	1%
				Am. Indian/Native Alaskan	2	0%	1%
				Hawaiian/Other Pacific Islander		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	42		
Admits	46	-	
Discharges	44	-	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	70%	-75% ▼
✓ Community Location Evaluation		33	100%	80%	70%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	66%	-90% ▼

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 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	5	180% ▲
Admits	11	3	267% ▲
Discharges	13	5	160% ▲
Service Hours	45	12	

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	23	16	44% ▲
Admits	5	5	0%
Discharges	2	-	

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		4	100%	0%	57%	100% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

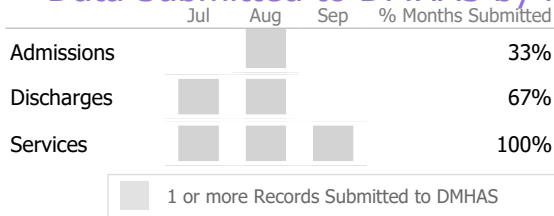
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	11	27% ▲
Admits	3	1	200% ▲
Discharges	3	2	50% ▲
Service Hours	74	54	37% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	196	3%
Admits	15	4	275% ▲
Discharges	11	3	267% ▲
Service Hours	1,310	847	55% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	86%	54%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	27%	50%	40%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		171	84%	60%	57%	24% ▲
Stable Living Situation		194	96%	95%	66%	1%
Employed		29	14%	30%	21%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		190	99%	90%	74%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	100%	75%	79%	25% ▲

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	26	29	-10% ▼
Admits	2	2	0%
Discharges	4	2	100% ▲
Service Hours	552	385	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	83%
On-Time Periodic		
6 Month Updates	83%	90%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	96%	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		3	75%	85%	95%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	46%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	100%	60%	79%	40% ▲
Stable Living Situation		24	92%	60%	92%	32% ▲
Employed		10	38%	15%	15%	23% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

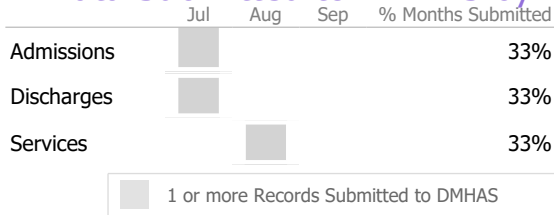
* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
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	18	12	50% ▲
Admits	17	11	55% ▲
Discharges	18	10	80% ▲
Service Hours	34	23	46% ▲

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	83	90	-8%
Admits	6	3	100% ▲
Discharges	4	8	-50% ▼
Service Hours	989	659	50% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	82%
On-Time Periodic		
6 Month Updates	90%	86%
Co-occurring		
MH Screen Complete	75%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	87%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	56%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		73	88%	60%	79%	28% ▲
Stable Living Situation		77	93%	80%	86%	13% ▲
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%	95%	10%

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 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	36	39	-8%
Admits	14	13	8%
Discharges	13	6	117% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		9	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

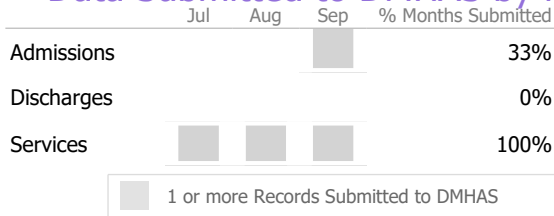
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	12	-58% ▼
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Service Hours	4	16	-74% ▼

Data Submitted to DMHAS by Month



* State Avg based on 23 Active Other Programs

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

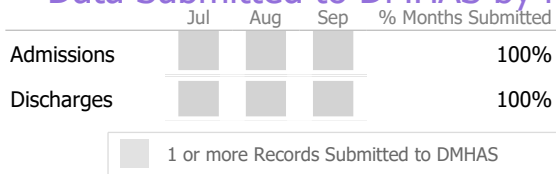
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	49	53% ▲
Admits	102	64	59% ▲
Discharges	102	64	59% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		84	85%	75%	70%	10%
✓ Community Location Evaluation		99	100%	80%	70%	20% ▲
✓ Follow-up Service within 48 hours		31	94%	90%	66%	4%

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	99	98	1%
Admits	8	4	100% ▲
Discharges	5	11	-55% ▼
Service Hours	662	532	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	98%	54%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	89%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	50%	40%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		78	79%	60%	57%	19% ▲
Stable Living Situation		95	96%	95%	66%	1%
Employed		12	12%	30%	21%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	99%	90%	74%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	88%	75%	79%	13% ▲

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

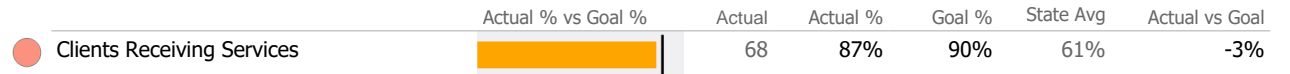
Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	78	19% ▲
Admits	18	6	200% ▲
Discharges	17	7	143% ▲
Service Hours	102	136	-25% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



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 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	7	-43% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	310	364	-15% ▼
Bed Days	368	464	-21% ▼

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	82%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic		
6 Month Updates		88%
Co-occurring		
MH Screen Complete		59%
SA Screen Complete		59%
Diagnosis		
Valid Axis I Diagnosis		88%

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	68%	10%

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	456 days	1.5	67%	90%	71%	-23% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 7 Active Transitional 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	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	1	-100% ▼

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	35	40	-13% ▼
Admits	5	1	400% ▲
Discharges	1	4	-75% ▼
Service Hours	689	538	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic		
6 Month Updates	96%	90%
Co-occurring		
MH Screen Complete	86%	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		0	0%	65%	41%	-65% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	100%	60%	79%	40% ▲
Stable Living Situation		33	94%	60%	92%	34% ▲
Employed		16	46%	15%	15%	31% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
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	41	42	-2%
Admits	3	6	-50% ▼
Discharges	5	2	150% ▲
Service Hours	649	394	65% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	65%	41%	-25% ▼
No Re-admit within 30 Days of Discharge		5	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		41	100%	60%	92%	40% ▲
Social Support		37	90%	60%	79%	30% ▲
Employed		4	10%	15%	15%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	17	20	-15% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	98	69	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic		
6 Month Updates	69%	55%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	82%	60%	66%	22% ▲
✓ Stable Living Situation		17	100%	80%	69%	20% ▲
● Employed		0	0%	20%	13%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	76%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 29 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	43	14% ▲
Admits	6	1	500% ▲
Discharges	6	3	100% ▲
Service Hours	698	514	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	41%	-65% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	95%	-2%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	84%	60%	92%	24% ▲
Social Support		38	78%	60%	79%	18% ▲
Employed		0	0%	15%	15%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	131	61	115% ▲
Admits	147	64	130% ▲
Discharges	147	64	130% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		1	1%	75%	70%	-74% ▼
● Community Location Evaluation		66	45%	80%	70%	-35% ▼
● Follow-up Service within 48 hours		0	NA	90%	66%	-90% ▼

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

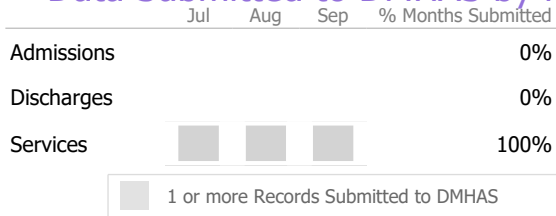
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29% ▼
Admits	-	1	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	34	26	33% ▲

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	75	78	-4%
Admits	2	1	100% ▲
Discharges	8	2	300% ▲
Service Hours	437	412	6%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	12%	65%	56%	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		67	89%	60%	79%	29% ▲
Stable Living Situation		72	96%	80%	86%	16% ▲
Employed		8	11%	20%	13%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	99%	90%	95%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	2	1	100% ▲
Discharges	2	2	0%
Service Hours	61	20	
Bed Days	316	206	53% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	83%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	117 days	0.8	86%	90%	68%	-4%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 5 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	11	91% ▲
Admits	17	8	113% ▲
Discharges	16	8	100% ▲
Service Hours	55	26	111% ▲

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	22	28	-21% ▼
Admits	11	10	10%
Discharges	10	10	0%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		2	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

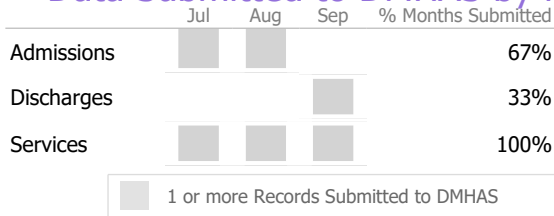
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	4	2	100% ▲
Discharges	1	-	
Service Hours	48	17	180% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

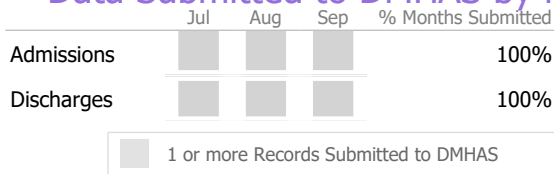
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	69	58% ▲
Admits	140	87	61% ▲
Discharges	139	87	60% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		113	81%	75%	70%	6%
✓ Community Location Evaluation		138	99%	80%	70%	19% ▲
✓ Follow-up Service within 48 hours		18	100%	90%	66%	10%

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	175	177	-1%
Admits	2	3	-33% ▼
Discharges	5	3	67% ▲
Service Hours	626	621	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	98%	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		3	60%	50%	40%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		151	86%	60%	57%	26% ▲
✓ Stable Living Situation		171	98%	95%	66%	3%
● Employed		12	7%	30%	21%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		170	100%	90%	74%	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%	79%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	93	-2%
Admits	4	4	0%
Discharges	8	4	100% ▲
Service Hours	934	571	64% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	75%	50%	40%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		80	88%	60%	57%	28% ▲
Stable Living Situation		87	96%	95%	66%	1%
Employed		4	4%	30%	21%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	99%	90%	74%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	79%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	7	71%	▲
Admits	6	4	50%	▲
Discharges	5	2	150%	▲
Service Hours	166	72	130%	▲
Bed Days	606	484	25%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	80%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	162 days	0.9	60%	90%	51%	-30% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

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 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	39	-3%
Admits	3	5	-40% ▼
Discharges	4	4	0%
Service Hours	1,238	701	77% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
On-Time Periodic		
6 Month Updates	87%	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		3	75%	65%	41%	10% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	95%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	95%	60%	79%	35% ▲
✓ Stable Living Situation		35	90%	60%	92%	30% ▲
● Employed		4	10%	15%	15%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	97%	90%	96%	7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

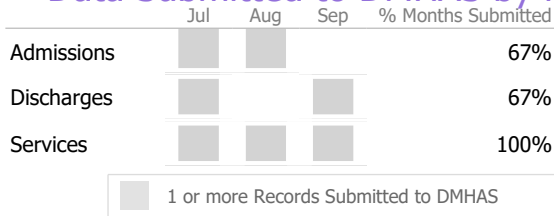
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29% ▼
Admits	2	4	-50% ▼
Discharges	3	4	-25% ▼
Service Hours	7	8	-6%

Data Submitted to DMHAS by Month



* State Avg based on 23 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	4	50% ▲
Admits	1	-	
Discharges	1	2	-50% ▼
Service Hours	310	42	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	75%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	88%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	83%	40% ▲
● Stable Living Situation		5	83%	85%	96%	-2%
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■		33%
Discharges			■	33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Residential Support Programs

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