

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,596	1,517	5%
	Admits	986	837	18%
	Discharges	1,100	900	22%
	Service Hours	18,775	12,360	52%
	Bed Days	4,769	5,760	-17%

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

Consumer Satisfaction Survey

(Based on 144 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		87%	80%	92%
✓ Access		85%	80%	88%
✓ Respect		83%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		78%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Outpatient		854	34.1%
Social Rehabilitation		520	20.8%
Crisis Services		464	18.5%
ACT		132	5.3%
Community Support		112	4.5%
Intake		72	2.9%
Other		30	1.2%
Inpatient Services		24	1.0%
Residential Services		4	0.2%

Forensic MH

Forensics Community-based		228	9.1%
Outpatient		48	1.9%
Case Management		18	0.7%

Client Demographics

Age	#	%	State Avg
18-25		197	12%
26-34		276	17%
35-44		317	20%
45-54		288	18%
55-64		325	20%
65+		190	12%

Gender	#	%	State Avg
Male		937	59%
Female		649	41%
Transgender		9	0%

Ethnicity	#	%	State Avg
Non-Hispanic		1,014	64%
Hisp-Puerto Rican		247	15%
Unknown		191	12%
Hispanic-Other		135	8%
Hispanic-Mexican		6	0%
Hispanic-Cuban		3	0%

Race	#	%	State Avg
Black/African American		595	41%
White/Caucasian		486	33%
Other		302	21%
Asian		27	2%
Multiple Races		14	1%
Am. Indian/Native Alaskan		3	0%
Hawaiian/Other Pacific Islander		3	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.

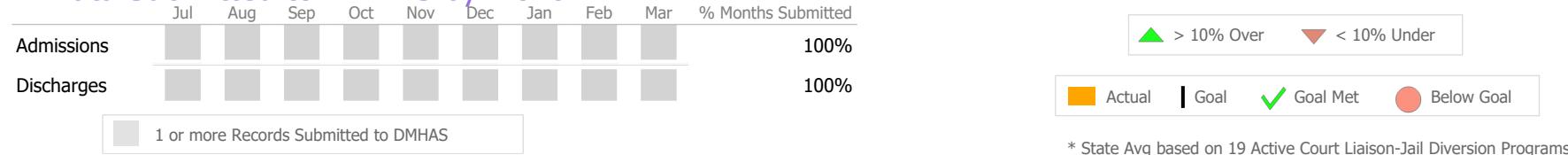
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	224	153	46% ▲
Admits	177	122	45% ▲
Discharges	196	85	131% ▲

Jail Diversion



Data Submitted to DMHAS by Month



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

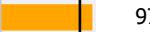
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	42	-5%
Admits	-	1	-100% ▼
Discharges	3	2	50% ▲
Service Hours	750	752	0%

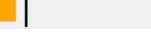
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	48%	2%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	96%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	42%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	84%
On-Time Periodic		Actual	State Avg
● 6 Month Updates		78%	84%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	92%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

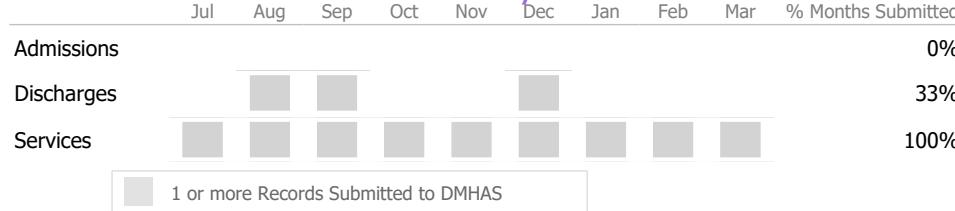
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		33	82%	60%	91%	22% ▲
✓ Social Support		27	68%	60%	79%	8%
● Employed		4	10%	15%	17%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	23	-22%	▼
Admits	9	9	0%	
Discharges	4	10	-60%	▼
Service Hours	388	479	-19%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	17%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		18	100%	60%	91%	40% ▲
✓ Social Support		11	61%	60%	68%	1%
● Stable Living Situation		14	78%	80%	82%	-2%
● Employed		3	17%	20%	14%	-3%

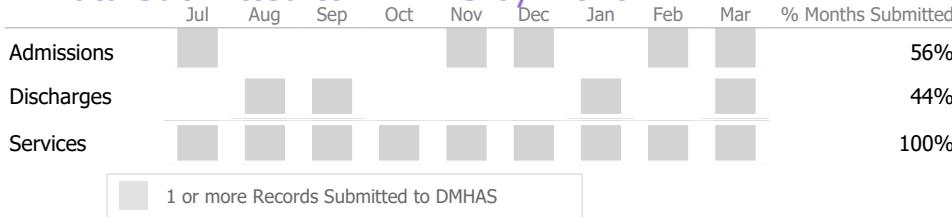
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic 6 Month Updates	100%	100%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	94%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

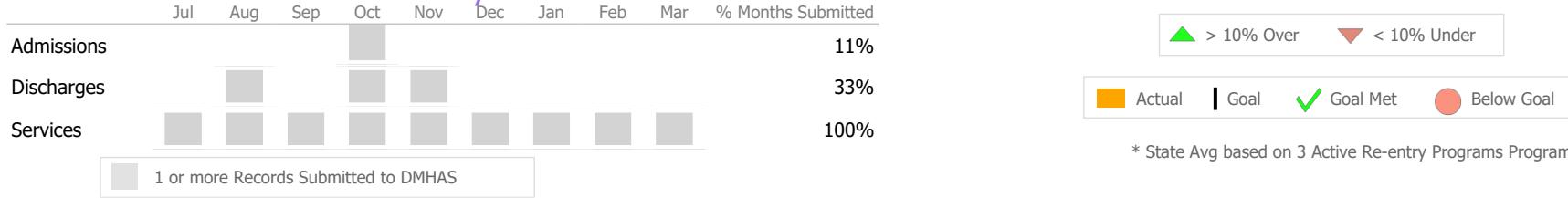
Actual Goal Goal Met Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	1	2	-50%	▼
Discharges	4	1	300%	▲
Service Hours	235	163	44%	▲

Data Submitted to DMHAS by Month

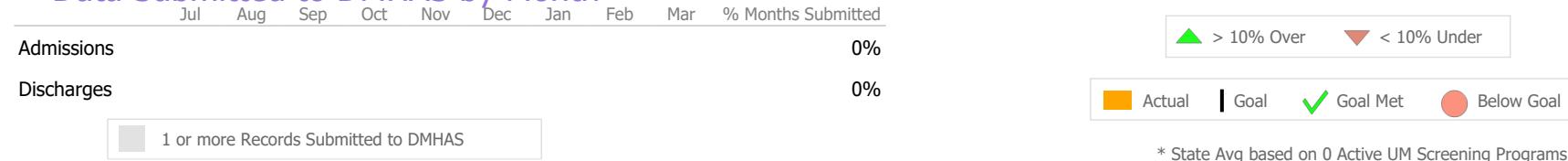


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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	112	111	1%
Admits	30	17	76% ▲
Discharges	41	23	78% ▲
Service Hours	1,572	545	189% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 97%;"> </div>	97% 84%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div style="width: 98%;"> </div>	98% 84%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 100%;"> </div>	100% 96%
✓	SA Screen Complete	<div style="width: 100%;"> </div>	100% 95%
Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	<div style="width: 70%;"> </div>	70% 98%

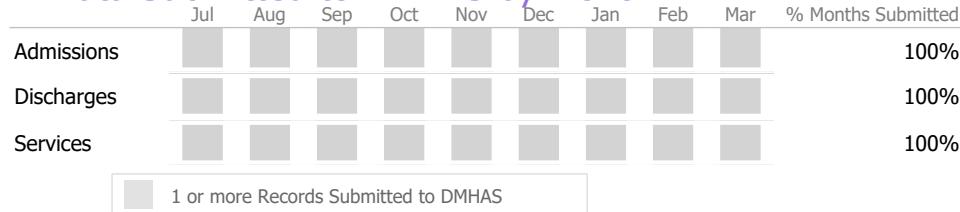
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 54%;"> </div>	22	54%	65%	57%	-11% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 93%;"> </div>	106	93%	80%	87%	13% ▲
✓ Social Support	<div style="width: 66%;"> </div>	75	66%	60%	80%	6% ▲
● Employed	<div style="width: 13%;"> </div>	15	13%	20%	14%	-7% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 91%;"> </div>	71	91%	90%	98%	1% ▲

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	82	90	-9%
Admits	7	6	17% ▲
Discharges	4	16	-75% ▼
Service Hours	819	988	-17% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	88%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	53%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	90%
✓ SA Screen Complete		100%	90%
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	<div style="width: 50%;"><div style="width: 20%;"></div></div>	2	50%	50%	41%	0%
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: 10%;"></div></div>	64	78%	60%	61%	18% ▲
✓ Employed	<div style="width: 37%;"><div style="width: 10%;"></div></div>	30	37%	30%	25%	7% ▲
✓ Stable Living Situation	<div style="width: 96%;"><div style="width: 10%;"></div></div>	79	96%	95%	72%	1% ▲

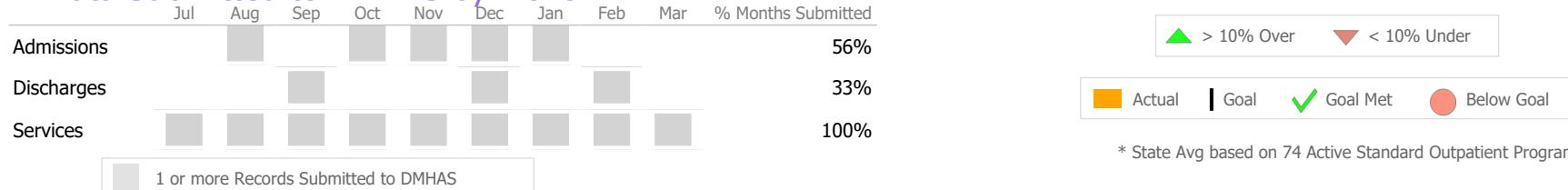
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 10%;"></div></div>	78	100%	90%	82%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
✓ 2 or more Services within 30 days	<div style="width: 100%;"><div style="width: 10%;"></div></div>	7	100%	75%	78%	25% ▲

Data Submitted to DMHAS by Month



* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	43	12%	▲
Admits	13	11	18%	▲
Discharges	24	8	200%	▲
Service Hours	842	597	41%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic		
✓ 6 Month Updates	100%	91%
Co-occurring		
✓ MH Screen Complete	100%	81%
✓ SA Screen Complete	100%	80%
Diagnosis		
Valid Axis I Diagnosis	94%	97%

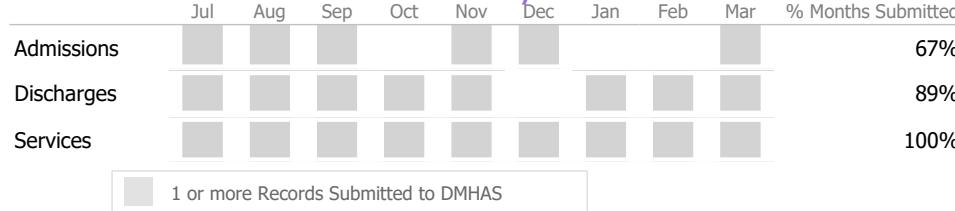
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	21%	50%	36%	-29% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		49	100%	60%	34%	40% ▲
✓ Social Support		38	78%	60%	62%	18% ▲
● Stable Living Situation		37	76%	95%	78%	-19% ▼
● Employed		3	6%	30%	20%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	97%	10%
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		12	100%	75%	95%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

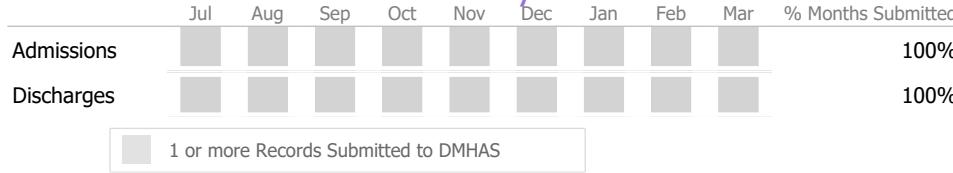
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	259	168	54% ▲
Admits	306	186	65% ▲
Discharges	305	185	65% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	█	230	86%	75%	70%	11% ▲
✓ Community Location Evaluation	█	240	90%	80%	71%	10% ▲
● Follow-up Service within 48 hours	█	5	12%	90%	65%	-78% ▼

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	4	8	-50%	▼
Admits	-	1	-100%	▼
Discharges	4	3	33%	▲
Bed Days	549	1,080	-49%	▼

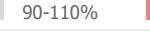
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	60%	72%	15% 
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10% 

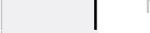
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	50%	25%	12%	25% 
✓ Social Support		3	75%	60%	85%	15% 
✓ Stable Living Situation		4	100%	95%	95%	5% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	856 days	1.3	20%	90%	92%	-70% 
	 < 90%  90-110%  >110%							

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		90%	78%
On-Time Periodic	Actual	State Avg	
6 Month Updates		N/A	90%
Co-occurring	Actual	State Avg	
MH Screen Complete		N/A	98%
SA Screen Complete		N/A	88%
Diagnosis	Actual	State Avg	
✓ Valid Axis I Diagnosis		100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										22%

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	28	-14%
Admits	10	13	-23%
Discharges	10	12	-17%
Bed Days	4,220	4,043	4%

Discharge Outcomes

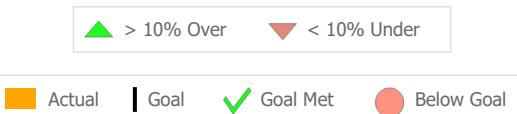
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 70%; background-color: #FFA500;"></div>	7	70%	95%	70%	-25%
● No Re-admit within 30 Days of Discharge	<div style="width: 80%; background-color: #FFA500;"></div>	8	80%	85%	80%	-5%
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%; background-color: #FFA500;"></div>	7	100%	90%	100%	10%

Data Submission Quality

Data Entry		Actual	State Avg
 Valid NOMS Data		<div style="width: 94%; background-color: orange; height: 10px; border: 1px solid black;"></div>	94%
On-Time Periodic		Actual	State Av
 6 Month Updates		<div style="width: 100%; background-color: orange; height: 10px; border: 1px solid black;"></div>	100%
Co-occurring		Actual	State Av
MH Screen Complete		<div style="width: 0%; background-color: lightgray; height: 10px; border: 1px solid black;"></div>	N/A
SA Screen Complete		<div style="width: 0%; background-color: lightgray; height: 10px; border: 1px solid black;"></div>	N/A
Diagnosis		Actual	State Av
 Valid Axis I Diagnosis		<div style="width: 100%; background-color: orange; height: 10px; border: 1px solid black;"></div>	100%

Bed Utilization

Data Submitted to DMHAS by Month

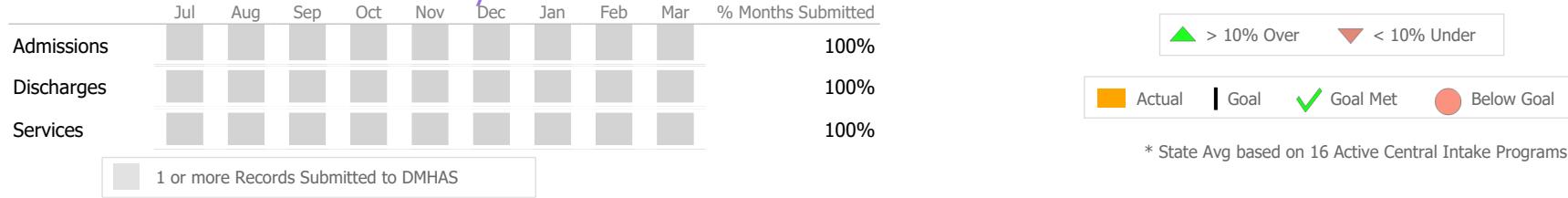


* State Avg based on 1 Active Non-Certified Subacute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	72	0%
Admits	57	50	14% ▲
Discharges	55	50	10%
Service Hours	261	295	-12% ▼

Data Submitted to DMHAS by Month

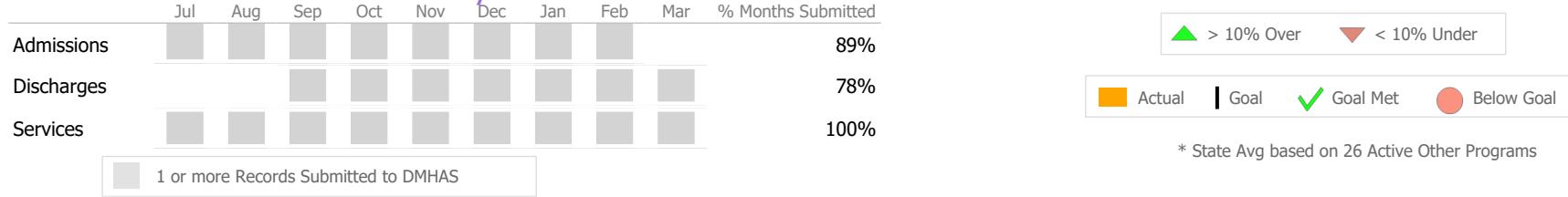


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	29	3%
Admits	15	7	114% ▲
Discharges	12	9	33% ▲
Service Hours	125	175	-29% ▼

Data Submitted to DMHAS by Month



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

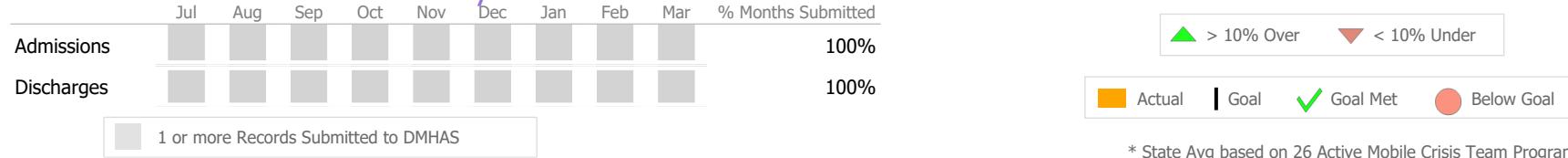
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	243	254	-4%
Admits	303	356	-15% ▼
Discharges	300	354	-15% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	█	226	82%	75%	70%	7%
✓ Community Location Evaluation	█	236	86%	80%	71%	6%
● Follow-up Service within 48 hours	█	45	62%	90%	65%	-28% ▼

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	520	581	-10% ▼
Admits	-	-	
Discharges	39	47	-17% ▼
Service Hours	15	10	49% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		25	5%	90%	72%	-85% ▼

Data Submitted to DMHAS by Month

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

Admissions									0%
Discharges	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	89%

▲ > 10% Over
▼ < 10% Under
■ 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 %
Unique Clients	396	415	-5%
Admits	14	21	-33% ▼
Discharges	46	34	35% ▲
Service Hours	2,909	2,422	20% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	88%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	53%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	90%
✓ SA Screen Complete		100%	90%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		74%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	30%	50%	41%	-20% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		250	63%	60%	61%	3%
● Stable Living Situation		373	94%	95%	72%	-1%
● Employed		42	11%	30%	25%	-19% ▼

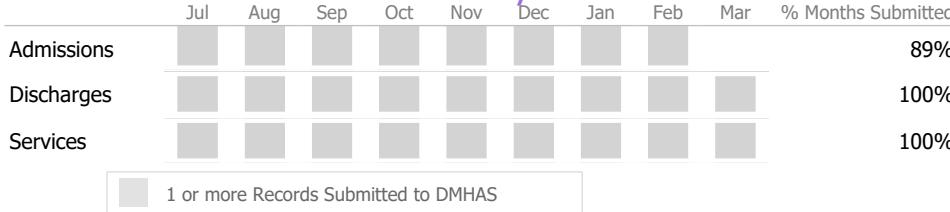
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		350	100%	90%	82%	10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
✓ 2 or more Services within 30 days		13	93%	75%	78%	18% ▲

Data Submitted to DMHAS by Month



▲ > 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	387	392	-1%
Admits	25	15	67% ▲
Discharges	33	32	3%
Service Hours	2,907	3,491	-17% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 98%;">98%</div>	88%
✓	On-Time Periodic		
✓	6 Month Updates	<div style="width: 95%;">95%</div>	53%
Co-occurring		Actual	State Avg
MH Screen Complete		<div style="width: 89%;">89%</div>	90%
✓	SA Screen Complete	<div style="width: 100%;">100%</div>	90%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		<div style="width: 88%;">88%</div>	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 6%;">6%</div>	2	6%	50%	41%	-44% ▼
Recovery						
✓ Social Support	<div style="width: 80%;">80%</div>	311	80%	60%	61%	20% ▲
✓ Stable Living Situation	<div style="width: 95%;">95%</div>	369	95%	95%	72%	0% ▲
● Employed	<div style="width: 16%;">16%</div>	61	16%	30%	25%	-14% ▼

Service Utilization

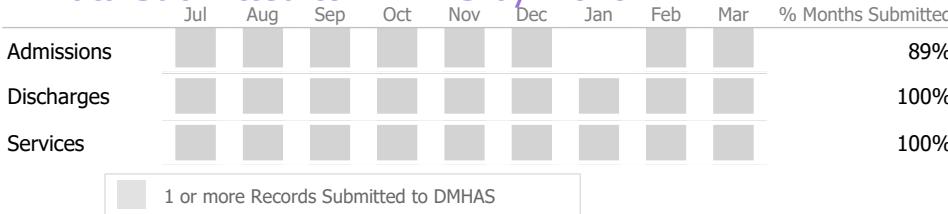
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;">100%</div>	354	100%	90%	82%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Outpatient	<div style="width: 76%;">76%</div>	19	76%	75%	78%	1% ▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 76%;">76%</div>	19	76%	75%	78%	1% ▲

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under

■ Actual	 Goal	✓ Goal Met	● Below Goal
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* State Avg based on 74 Active Standard Outpatient Programs

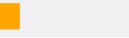
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	102	-10%
Admits	19	19	0%
Discharges	20	28	-29% ▼
Service Hours	7,952	2,441	

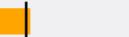
Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	84%
On-Time Periodic			
✓ 6 Month Updates		98%	84%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	92%
Diagnosis			
✓ Valid Axis I Diagnosis		98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	10%	65%	48%	-55% ▼
✓ No Re-admit within 30 Days of Discharge		20	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	42%	-90% ▼

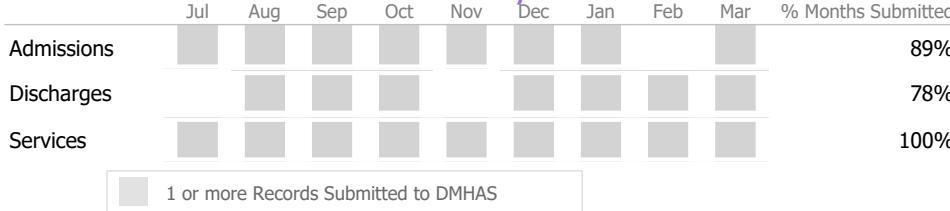
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		83	90%	60%	91%	30% ▲
✓ Social Support		67	73%	60%	79%	13% ▲
✓ Employed		16	17%	15%	17%	2% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	99%	90%	99%	9% ▲

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