

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,041	954	9%
	Admits	1,080	921	17% ▲
	Discharges	1,001	888	13% ▲
	Service Hours	17,520	12,555	40% ▲
	Bed Days	2,709	1,951	39% ▲

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

Consumer Satisfaction Survey

(Based on 184 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Overall		96%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		90%	80%	91%
✓ Outcome		87%	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	Crisis Services	321	20.2%
	Community Support	298	18.8%
	Outpatient	191	12.0%
	Social Rehabilitation	136	8.6%
	Other	125	7.9%
	Intake	91	5.7%
	Case Management	63	4.0%
	Employment Services	54	3.4%
	Residential Services	22	1.4%
	Forensic MH	Forensics Community-based	245
Forensics SA		41	2.6%

Client Demographics

Age	#	%	State Avg
18-25	137	13%	10%
26-34	200	19%	22%
35-44	189	18%	23%
45-54	146	14%	19%
55-64	223	21%	19%
65+	146	14%	8%

Gender	#	%	State Avg
Male	651	63%	59%
Female	380	37%	41%
Transgender	10	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	830	80% ▲	68%
Unknown	117	11%	12%
Hispanic-Other	53	5%	8%
Hisp-Puerto Rican	40	4%	11%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	708	68%	62%
Black/African American	173	17%	17%
Unknown	66	6%	6%
Other	58	6%	13%
Asian	13	1%	1%
Multiple Races	13	1%	1%
Am. Indian/Native Alaskan	9	1%	0%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	105	20% ▲
Admits	30	19	58% ▲
Discharges	15	15	0%
Service Hours	4,090	2,595	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	95%	96%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	67%	65%	57%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		123	96%	80%	87%	16% ▲
✓ Social Support		81	63%	60%	80%	3%
● Employed		16	12%	20%	14%	-8%

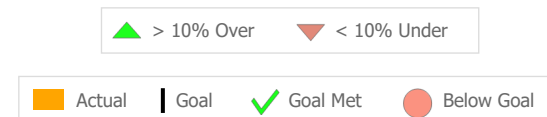
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		113	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■			■	■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



* 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	112	111	1%
Admits	17	20	-15% ▼
Discharges	18	14	29% ▲
Service Hours	2,909	2,726	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
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		11	61%	65%	57%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		112	99%	80%	87%	19% ▲
Social Support		80	71%	60%	80%	11% ▲
Employed		18	16%	20%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	99%	90%	98%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	89%
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	66	65	2%
Admits	13	19	-32% ▼
Discharges	18	9	100% ▲
Service Hours	1,554	1,282	21% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	89%	65%	57%	24% ▲

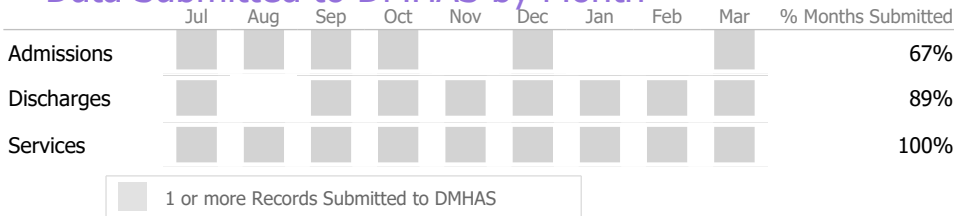
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		63	95%	80%	87%	15% ▲
✓ Social Support		44	67%	60%	80%	7%
● Employed		11	17%	20%	14%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

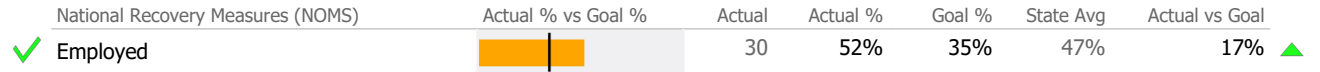
* State Avg based on 36 Active CSP Programs

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

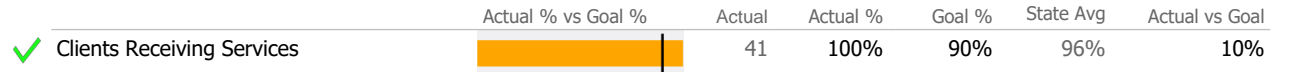
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	50	8%
Admits	24	17	41% ▲
Discharges	17	19	-11% ▼
Service Hours	730	387	89% ▲

Recovery



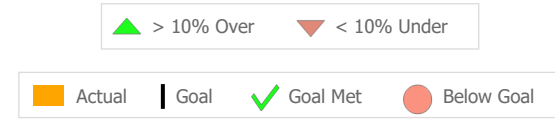
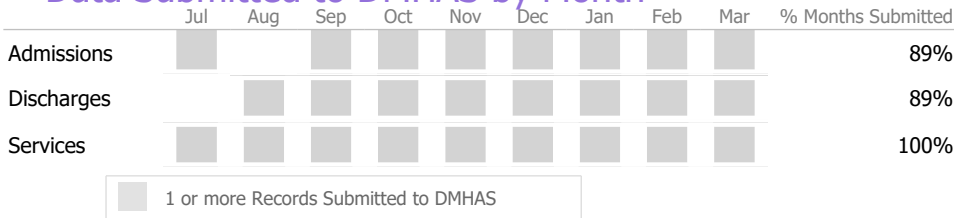
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month

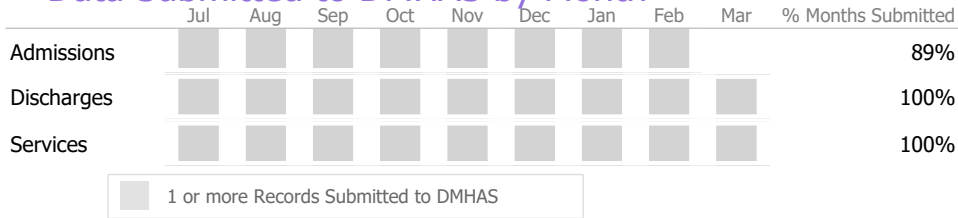


* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	45	16% ▲
Admits	24	22	9%
Discharges	32	17	88% ▲
Service Hours	211	164	29% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

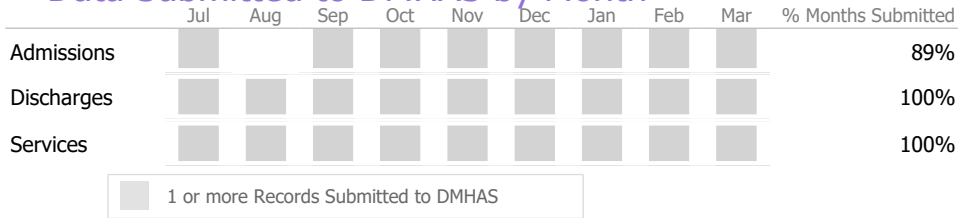
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	11	445% ▲
Admits	61	1	6000% ▲
Discharges	41	11	273% ▲
Service Hours	116	3	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	52	12% ▲
Admits	10	8	25% ▲
Discharges	8	4	100% ▲
Service Hours	780	783	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	74%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	95%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	50%	50%	41%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		44	76%	60%	61%	16% ▲
✓ Stable Living Situation		56	97%	95%	72%	2%
● Employed		9	16%	30%	25%	-14% ▼

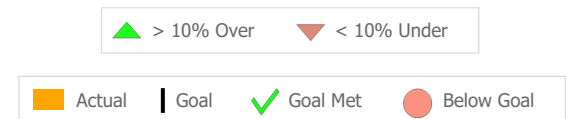
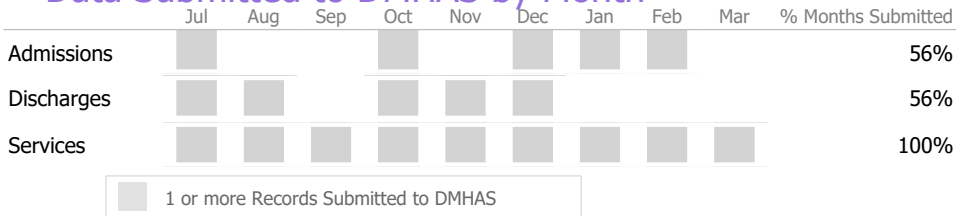
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	90%	75%	78%	15% ▲

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	72	72	0%
Admits	10	11	-9%
Discharges	14	14	0%
Service Hours	1,065	991	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
On-Time Periodic		
6 Month Updates	73%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	64%	50%	41%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		57	79%	60%	61%	19% ▲
Stable Living Situation		71	99%	95%	72%	4%
Employed		16	22%	30%	25%	-8%

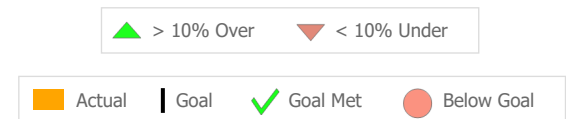
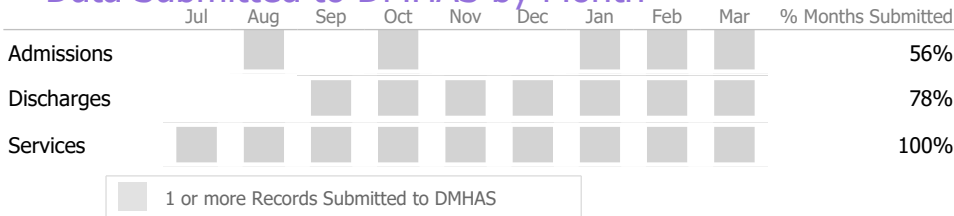
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		58	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	90%	75%	78%	15% ▲

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	61	56	9%
Admits	17	11	55% ▲
Discharges	10	12	-17% ▼
Service Hours	736	465	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
On-Time Periodic		
6 Month Updates	95%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	30%	50%	41%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		49	79%	60%	61%	19% ▲
Employed		20	32%	30%	25%	2%
Stable Living Situation		60	97%	95%	72%	2%

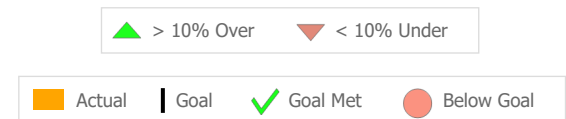
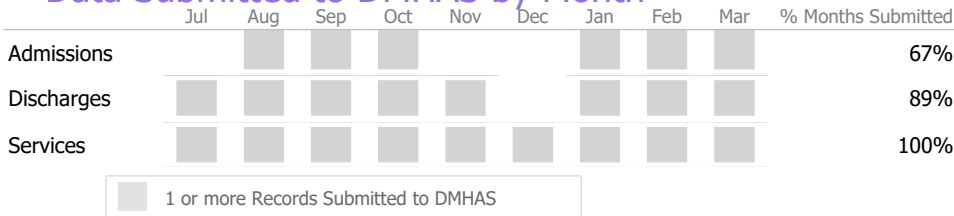
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	98%	90%	82%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	71%	75%	78%	-4%

Data Submitted to DMHAS by Month



* 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	15	12	25% ▲
Admits	7	4	75% ▲
Discharges	7	5	40% ▲

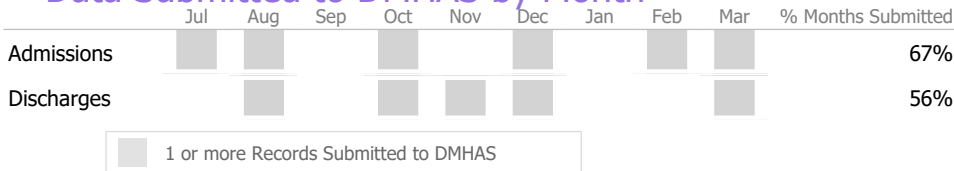
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	75%	67%	-32% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	81%	-2%
Follow-up within 30 Days of Discharge		3	100%	90%	85%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

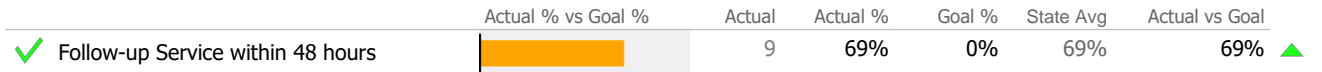
* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

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

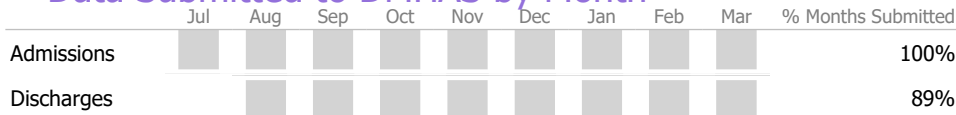
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	32	28% ▲
Admits	30	13	131% ▲
Discharges	23	22	5%

Jail Diversion



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

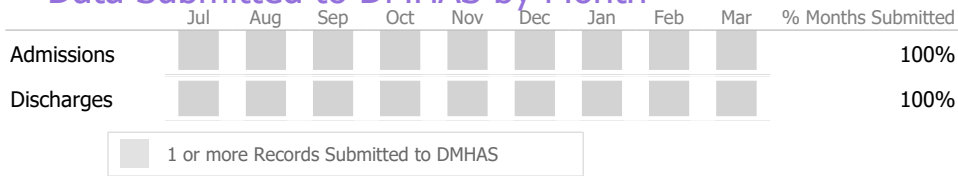
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	62	34% ▲
Admits	48	33	45% ▲
Discharges	46	31	48% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Standard Case Management Programs

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

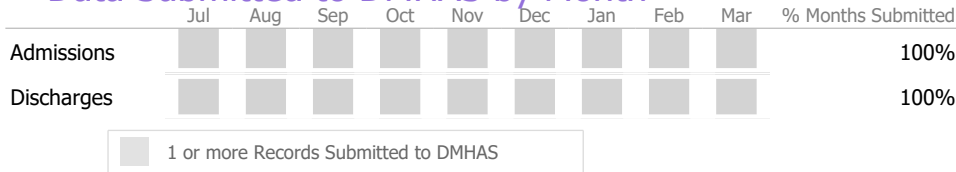
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	306	315	-3%
Admits	460	485	-5%
Discharges	453	485	-7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		332	73%	75%	70%	-2%
✓ Community Location Evaluation		397	87%	80%	71%	7%
✓ Follow-up Service within 48 hours		72	99%	90%	65%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

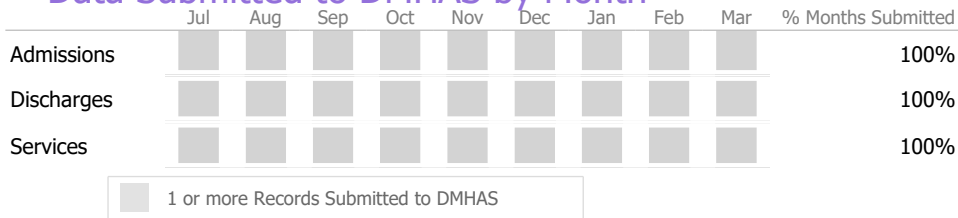
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	91	0%
Admits	91	88	3%
Discharges	88	87	1%
Service Hours	164	187	-12% ▼

Data Submitted to DMHAS by Month



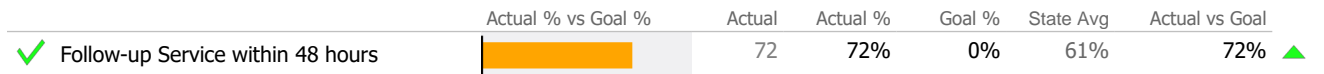
* State Avg based on 16 Active Central Intake Programs

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

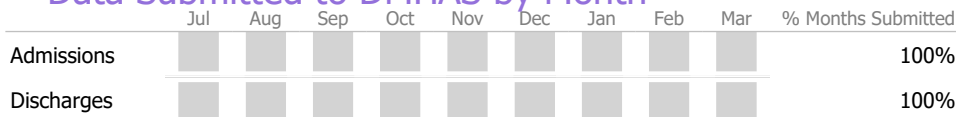
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	146	34% ▲
Admits	152	101	50% ▲
Discharges	148	82	80% ▲

Jail Diversion



Data Submitted to DMHAS by Month



■ 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	33	32	3%
Admits	30	40	-25% ▼
Discharges	28	36	-22% ▼
Service Hours	876	419	109% ▲
Bed Days	1,685	999	69% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		28	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		22	100%	90%	79%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	92 days	0.2	77%	90%	53%	-13% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

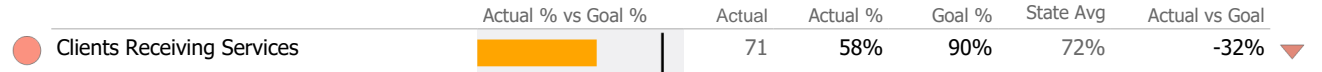
■ Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

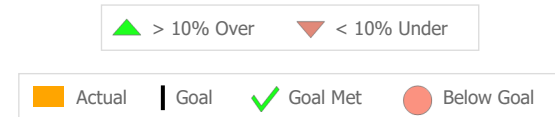
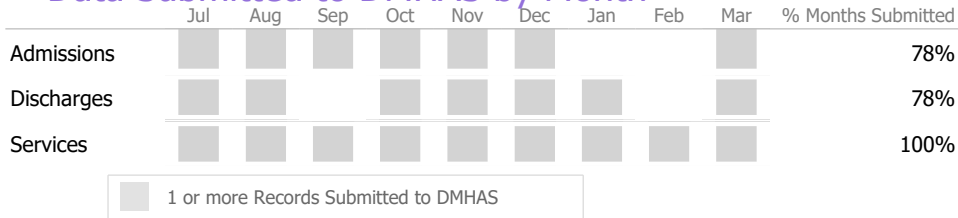
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	111	23% ▲
Admits	25	15	67% ▲
Discharges	14	10	40% ▲
Service Hours	702	326	116% ▲
Social Rehab/PHP/IOP Days	0	2	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	5	2	150% ▲
Discharges	3	1	200% ▲
Bed Days	1,024	952	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	78%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	90%
Co-occurring	Actual	State Avg
MH Screen Complete	67%	98%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	60%	72%	7%
Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	95%	95%	5%
Social Support		5	62%	60%	85%	2%
Employed		0	0%	25%	12%	-25%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	220 days	0.3	75%	90%	92%	-15%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										33%

▲ > 10% Over ▼ < 10% Under

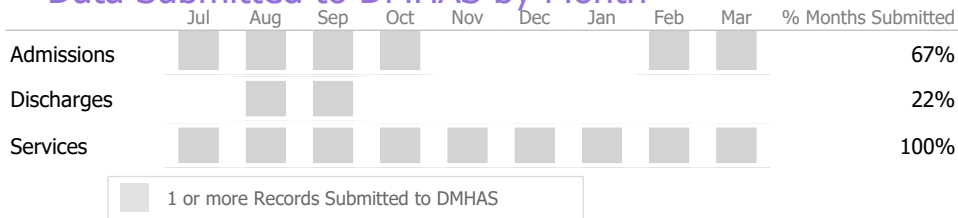
Actual | Goal Goal Met Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	34	-26% ▼
Admits	7	-	
Discharges	4	1	300% ▲
Service Hours	439	211	108% ▲

Data Submitted to DMHAS by Month



* State Avg based on 26 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	63	54	17% ▲
Admits	19	12	58% ▲
Discharges	14	13	8%
Service Hours	3,151	2,018	56% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	64%	50%	62%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		28	44%	20%	17%	24% ▲
✓ Stable Living Situation		62	98%	80%	75%	18% ▲
✓ Social Support		49	78%	60%	72%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	98%	90%	85%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 30 Active Standard Case Management Programs