

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,201	1,137	6%
	Admits	645	318	103%
	Discharges	599	408	47%
	Service Hours	22,226	18,186	22%
	Bed Days	10,336	10,864	-5%
	S.Rehab/PHP/IOP	5,165	160	3128%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	96%	96%	80%	93%
✓ Overall	96%	96%	80%	91%
✓ General Satisfaction	95%	95%	80%	92%
✓ Respect	94%	94%	80%	91%
✓ Access	94%	94%	80%	88%
✓ Participation in Treatment	93%	93%	80%	92%
✓ Recovery	80%	80%	80%	79%
● Outcome	77%	77%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,004	60.0%
	Social Rehabilitation	234	14.0%
	Community Support	182	10.9%
	Employment Services	103	6.2%
	Residential Services	82	4.9%
	Case Management	42	2.5%
	Other	27	1.6%

Client Demographics

Age	#	%	State Avg
18-25	138	11%	10%
26-34	202	17%	22%
35-44	193	16%	23%
45-54	228	19%	19%
55-64	315	26%	19%
65+	125	10%	8%

Gender	#	%	State Avg
Female	605	50%	41%
Male	595	50%	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	824	69%	62%
Black/African American	235	20%	17%
Unknown	37	3%	6%
Am. Indian/Native Alaskan	36	3%	0%
Other	29	2%	13%
Hawaiian/Other Pacific Islander	28	2%	0%
Asian	12	1%	1%
Multiple Races			1%

Ethnicity	#	%	State Avg
Non-Hispanic	969	81%	68%
Hispanic-Other	112	9%	8%
Unknown	71	6%	12%
Hisp-Puerto Rican	46	4%	11%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban		0%	

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

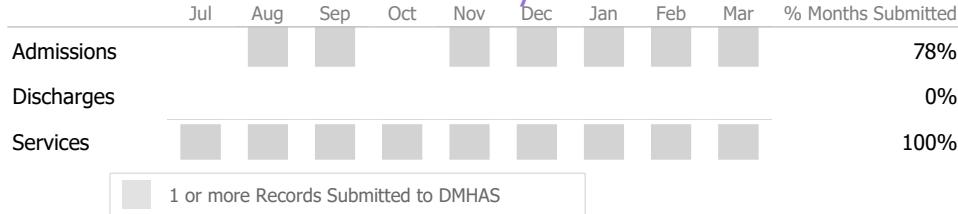
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	54	39	38%	▲
Admits	21	13	62%	▲
Discharges	-	7	-100%	▼
Service Hours	2,772	116		
Social Rehab/PHP/IOP Days	499	5	9880%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		41	76%	90%	72%	-14% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual	Goal	Goal Met	Below Goal
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* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	16	14	14%
Discharges	18	16	13%
Bed Days	2,999	3,135	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 67%; background-color: orange;"></div>	12	67%	60%	72%	7%
● Follow-up within 30 Days of Discharge	<div style="width: 75%; background-color: orange;"></div>	9	75%	90%	79%	-15%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div style="width: 27%;"></div></div>	27	96%	60%	85%	36% ▲
● Stable Living Situation	<div><div style="width: 23%;"></div></div>	23	82%	95%	95%	-13% ▼
● Employed	<div><div style="width: 3%;"></div></div>	3	11%	25%	12%	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div style="width: 99%; background-color: orange;"></div></div> 99%	78%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div style="width: 100%;">100%</div></div>	90%

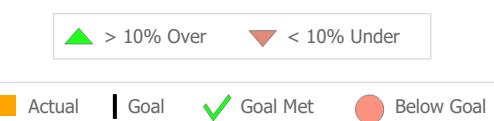
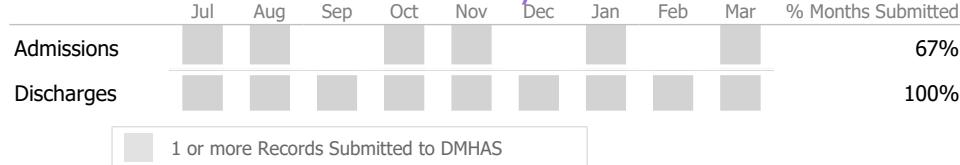
Co-occurring		Actual	State Avg
MH Screen Complete	<div style="width: 88%; background-color: orange;"></div>	88%	98%
SA Screen Complete	<div style="width: 76%; background-color: orange;"></div>	76%	88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 80%;"><div style="width: 100%;"><div style="width: 80%; background-color: #00b050;"></div></div></div>	14	304 days	0.3	78%	90%	92%	-12%
	 < 90% 90-110% >110%							

Data Submitted to DMHAS by Month



* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	323	333	-3%
Admits	24	24	0%
Discharges	55	43	28% ▲
Service Hours	805	727	11% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 96%;">96%</div>	88%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div style="width: 89%;">89%</div>	53%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 100%;">100%</div>	90%
✓	SA Screen Complete	<div style="width: 100%;">100%</div>	90%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div style="width: 100%;">100%</div>	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 78%;">78%</div>	43	78%	50%	41%	28% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 93%;">93%</div>	299	93%	60%	61%	33% ▲
✓ Stable Living Situation	<div style="width: 99%;">99%</div>	319	99%	95%	72%	4% ▲
● Employed	<div style="width: 24%;">24%</div>	79	24%	30%	25%	-6% ▼

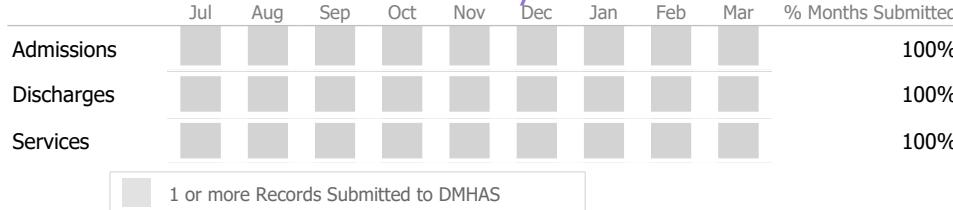
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 96%;">96%</div>	256	96%	90%	82%	6% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 96%;">96%</div>	23	96%	75%	78%	21% ▲

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	182	198	-8%
Admits	31	52	-40% ▼
Discharges	22	46	-52% ▼
Service Hours	3,370	3,561	-5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	84%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	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%

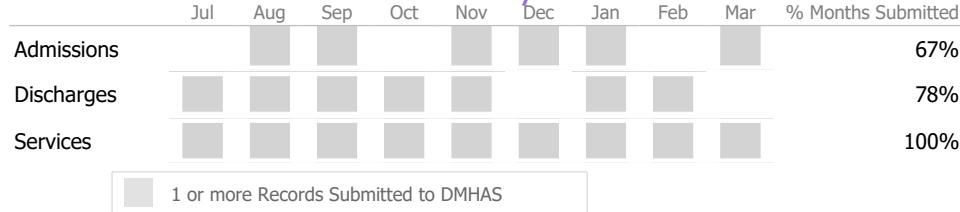
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	36%	65%	57%	-29% ▼
Recovery						
✓ Social Support		163	90%	60%	80%	30% ▲
✓ Stable Living Situation		173	95%	80%	87%	15% ▲
● Employed		30	16%	20%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		160	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	114	-10%
Admits	42	49	-14% ▼
Discharges	29	46	-37% ▼
Service Hours	1,349	1,341	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 52%;"> </div>	52	50%	35%	47%	15% ▲

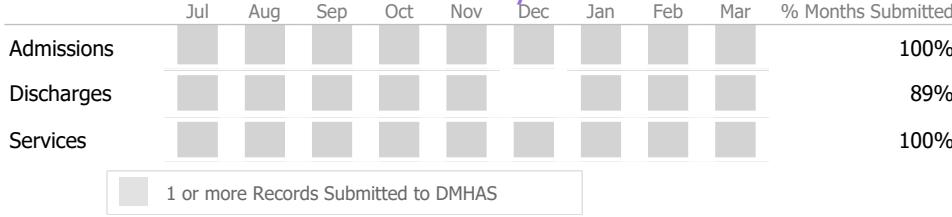
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 75%;"> </div>	75	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;"> </div>	99%
✓ On-Time Periodic	<div style="width: 96%;"> </div>	96%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	26	-19%	▼
Admits	19	24	-21%	▼
Discharges	17	21	-19%	▼
Service Hours	984	1,209	-19%	▼
Bed Days	1,046	881	19%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		16	94%	95%	88%	-1%
✓ No Re-admit within 30 Days of Discharge		17	100%	85%	97%	15% ▲
✓ Follow-up within 30 Days of Discharge		15	94%	90%	80%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic 6 Month Updates	N/A	92%

Service Utilization

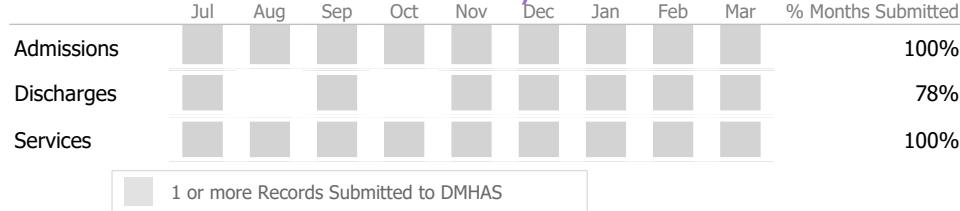
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	74%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	73 days	0.2	76%	90%	76%	-14% ▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Transitional Programs

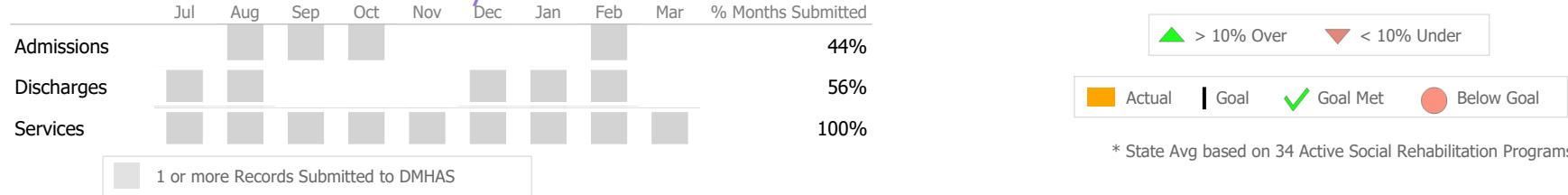
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	44	-9%
Admits	6	23	-74% ▼
Discharges	17	9	89% ▲
Service Hours	447	353	27% ▲
Social Rehab/PHP/IOP Days	4	0	

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
						Actual vs Goal
Clients Receiving Services	100%	25	100%	90%	72%	10%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	7	-		
Discharges	4	3	33%	▲
Service Hours	170	210	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	82%	85%	88%	-3%

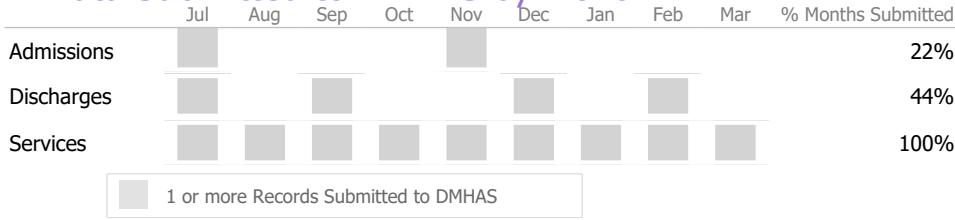
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		7	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic		
6 Month Updates	100%	83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	206	262	-21%	▼
Admits	-	27	-100%	▼
Discharges	207	41	405%	▲
Service Hours	413	2,110	-80%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	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		186	90%	50%	41%	40%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		194	94%	60%	61%	34%
✓ Stable Living Situation		204	99%	95%	72%	4%
● Employed		53	26%	30%	25%	-4%

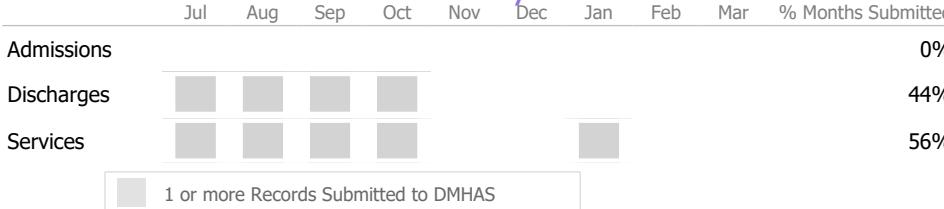
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	82%	N/A

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	78%	-75%

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	876	652	34%	▲
Admits	417	60	595%	▲
Discharges	159	145	10%	
Service Hours	5,252	3,890	35%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	90%	53%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	98%	90%
SA Screen Complete	84%	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		88	55%	50%	41%	5%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		830	93%	60%	61%	33% ▲
✓ Stable Living Situation		860	96%	95%	72%	1%
● Employed		259	29%	30%	25%	-1%

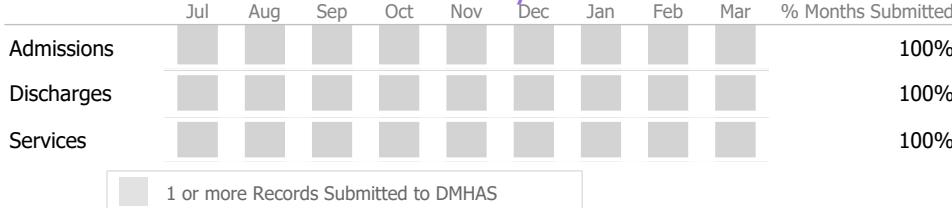
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		727	99%	90%	82%	9%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		300	73%	75%	78%	-2%

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	26	27	-4%
Admits	2	3	-33% ▼
Discharges	8	2	300% ▲
Service Hours	524	754	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	25	96%	85%	88%	11%	▲

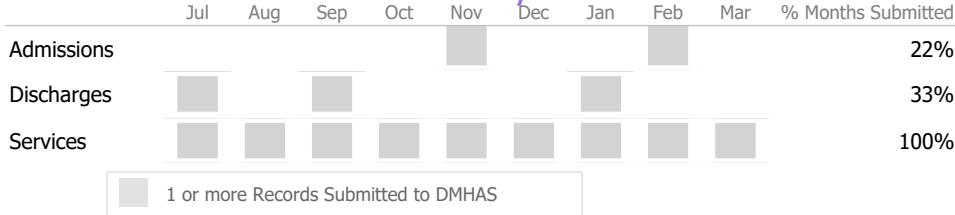
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	18	100%	90%	97%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	2	1	100%
Service Hours	329	200	65%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 78%; background-color: orange;"></div>	7	78%	85%	95%	-7%

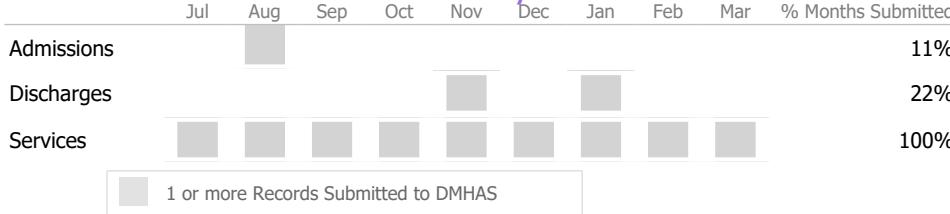
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 70%; background-color: orange; height: 10px; border: 1px solid black;"></div>	7	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	 100%	99%
On-Time Periodic	Actual	State Avg
 6 Month Updates	 100%	87%

Data Submitted to DMHAS by Month



* State Avg based on 65 Active Supportive Housing – Development 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	5	0%
Admits	3	1	200% ▲
Discharges	3	2	50% ▲
Bed Days	571	1,055	-46% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 60%;"></div></div>	3	100%	60%	72%	40% ▲
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 90%;"></div></div>	3	100%	90%	79%	10% ▲

Recovery

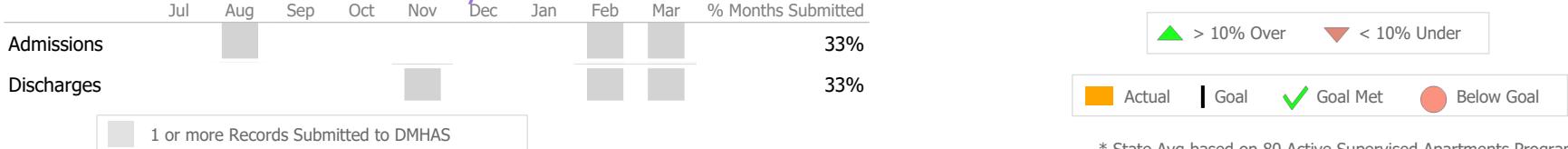
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 60%;"></div></div>	5	100%	60%	85%	40% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 95%;"></div></div>	5	100%	95%	95%	5% ▲
● Employed	<div style="width: 100%;"><div style="width: 25%;"></div></div>	1	20%	25%	12%	-5% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	<div style="width: 100%;"><div style="width: 52%;"></div></div>	4	372 days	0.4	52%	90%	92%	-38% ▼

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



* State Avg based on 80 Active Supervised Apartments Programs

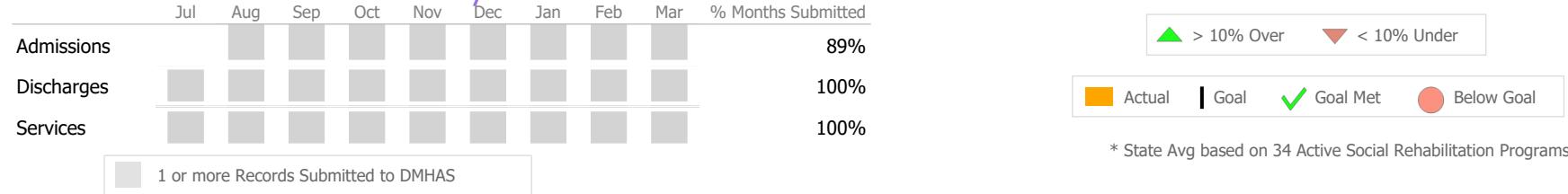
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	179	157	14%	▲
Admits	39	16	144%	▲
Discharges	46	18	156%	▲
Service Hours	4,696	1,379		
Social Rehab/PHP/IOP Days	4,662	155	2908%	▲

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	136	100%	90%	72%	10%	

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	28	29	-3%
Admits	7	9	-22% ▼
Discharges	7	7	0%
Bed Days	5,720	5,793	-1%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	99%	78%
✓ On-Time Periodic 6 Month Updates	100%	90%
Co-occurring	Actual	State Avg
MH Screen Complete	86%	98%
SA Screen Complete	57%	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	60%	72%	40% ▲
✓ Follow-up within 30 Days of Discharge		7	100%	90%	79%	10%

Recovery

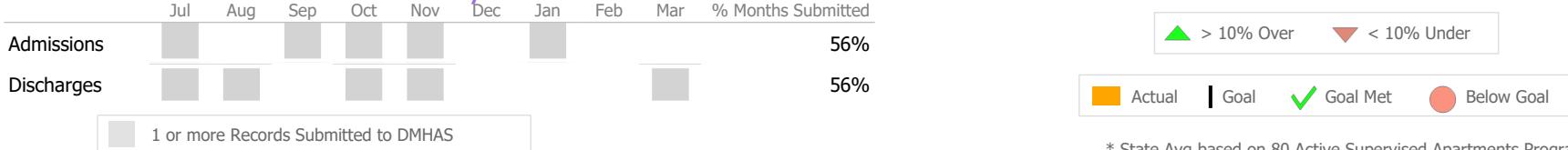
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	100%	60%	85%	40% ▲
✓ Stable Living Situation		28	100%	95%	95%	5%
● Employed		6	21%	25%	12%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	532 days	0.3	95%	90%	92%	5%

< 90% 90-110% >110%

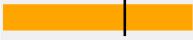
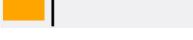
Data Submitted to DMHAS by Month



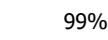
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	8	63%	▲
Admits	10	2	400%	▲
Discharges	5	1	400%	▲
Service Hours	1,115	2,335	-52%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	4	80%	50%	80%	30% 
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	13	93%	60%	85%	33% 
✓ Stable Living Situation	 	14	100%	85%	96%	15% 
● Employed	 	3	21%	25%	15%	-4%

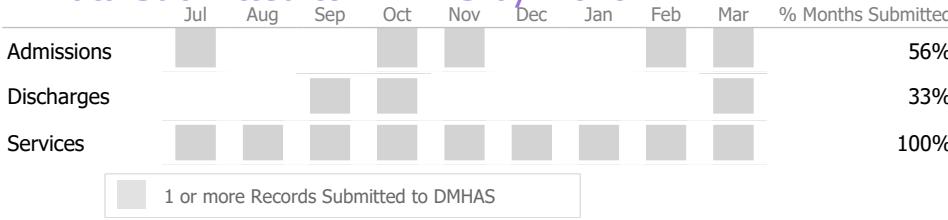
Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	 	97%	99%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates	 	100%	92%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	8	89%	90%	98%	-1%

Data Submitted to DMHAS by Month

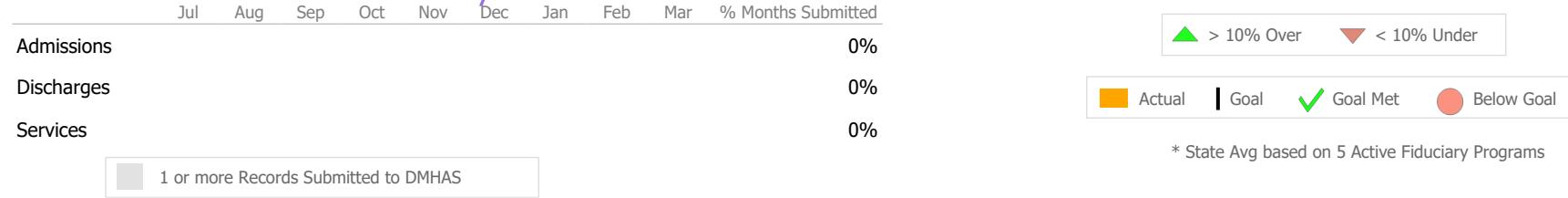
 > 10% Over  < 10% Under
 |  |  Goal Met |  Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



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